

Accountants & Auditors
Bookkeeping, Accounting & Auditing
Clerks
Computer Animators
Computer Network Technicians
Computer Operators
Cooks
Dining Room &
Cafeteria Attendants
Gardeners
General Office Clerks
Guards & Watchguards
Hairdressers, Hairstylists &
Cosmetologists
Home Appliance & Power Tool
Repairers
Host & Hostesses

Occupational Outlook



Janitors & Cleaners
Medical Assistants
Nurse Aides
Opticians
Order Clerks
Registered Nurses
Sales Agents, Advertising
Secretaries, General
Stationary Engineers
Systems Analysts
Travel Agents
Waiters & Waitresses
Web Site Designers

San Francisco

*A product of the California Cooperative
Occupational Information System*

Sponsored by:

Private Industry Council of San Francisco, Inc.

*California Employment Development
Department*

*California Occupational Information
Coordinating Committee*

1996

Occupational Outlook

San Francisco

WINTER 1996

A Product of the
California Cooperative Occupational Information System

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California Occupational Information Coordinating Committee

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The Employers

Who took their valuable time to answer over 400 surveys.

Private Industry Council of San Francisco, Inc.

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INTRODUCTION

The labor market information presented in this report was collected through the cooperative efforts of the Private Industry Council of San Francisco and the Labor Market Information Division of the State of California Employment Development Department as part of the California Cooperative Occupational Information System (CCOIS). The goal of the CCOIS is to improve the match between the labor needs of employers and the skills of job seekers by providing current, localized occupational information. This is the sixth year that the Private Industry Council of San Francisco has participated in the CCOIS program.

This report contains summaries of 27 newly surveyed occupations. The occupational data are based upon confidential surveys conducted with over 400 employers in San Francisco County during the fall of 1996.

The occupational information in the report can be used by a variety of organizations and individuals for many different purposes. Some possible uses include:

Career Decisions: Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment.

Program Planning: This report provides local planners and administrators with employment and training information as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

Curriculum Design: Training providers can assess and update their curriculum based on current

employer needs and projected trends, as indicated in this report.

Economic Development: Local government agencies and economic development organizations will find information on the labor pool (such as occupational size, expected growth rates, and wages) useful in determining the potential for business growth and development in the County's labor market area.

Program Marketing: Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

Human Resource Management: Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

This report is intended to be used as a good reference to base and support these and many other decisions. For further information, please contact the Labor Market Information Unit of the Private Industry Council of San Francisco.

PROGRAM METHODS

Each year, a minimum of 25 occupations are selected for survey research. Employer samples and questionnaires are developed, surveys are conducted with employers, and the resulting data are compiled, analyzed and summarized in a report which is disseminated to users in San Francisco and throughout California. The following is a summary of the methodology used:

Selection of Occupations

Occupational projection tables prepared by the Employment Development Department (EDD) were reviewed. These tables provided past and expected future employment trends and projected job growth rates for occupations in San Francisco County. Based upon this information, a preliminary list of occupations was developed. This list was then reviewed by staff from vocational programs, educational institutions, labor unions, economic development organizations, employers, the Greater Avenues for Independence (GAIN) program, and the Private Industry Council of San Francisco (PIC). These and other users of labor market information were also invited to the PIC's annual community meeting where further comments were solicited. From the input of these representatives and the PIC staff, a final list of occupations for survey was developed.

Definition of Occupations

An occupation is defined as the name or title of a job that identifies the various activities and functions of a worker, i.e., occupations represent what workers do. The method of categorizing occupations used in the CCOIS program is the Occupational Employment Statistics (OES) classification system, developed by the Bureau of Labor Statistics (BLS), U.S. Department of Labor. The OES classification system is used by the BLS to study nationwide staffing patterns within industries; it contains approximately 750 occupational categories and can be linked to a more detailed BLS classification system, the *Dictionary of Occupational Titles*, that contains around 12,000 occupations.

Survey Sample Selection

Survey samples were developed for each of the 27 occupations to be surveyed for 1996. A considerable amount of time was invested to ensure that the samples would be representative in terms of the types of industries and size of employers included in the survey. EDD staff, using detailed databases, developed an initial sample of employers for each of the occupations. The samples were then carefully reviewed by PIC staff and employers were added or deleted in order to obtain a final sample of at least 40 employers per occupation (or as many as could be identified, if fewer than 40).

Questionnaire Development

Separate questionnaires were developed for each of the survey occupations. EDD developed a framework of questions to be asked for each occupation. These questions were then reviewed by PIC staff, and additional skill questions specific to the occupations were added.

Survey Procedures

Questionnaires along with a cover letter explaining the goals and objectives of the CCOIS program were mailed to all employers included in the survey sample. Employers were given an approximately two-week "window" period in which to respond. Those who did not respond were called directly in an effort to obtain the information through telephone interviews.

Response goals were set for each occupation based upon the sample size. For a standard-sized sample of 40 employers, the response goal was at least 15 completed questionnaires. For a smaller-sized sample, the response goal was a higher rate. Response goals were also set in terms of industry representation and occupational employment totals.

As part of the survey process, PIC staff members also conducted interviews with labor market intermediaries, including representatives from labor unions, apprenticeship programs, professional associations, and vocational education and training providers to obtain supplemental occupational information.

Tabulation & Results

Completed questionnaires were entered into a database using customized software developed by EDD and summary tabulations were produced. Using the tabulations and other information gathered from intermediary sources, the data were analyzed and final occupational summaries were prepared by PIC staff. Each occupational summary provides information on training and hiring requirements, labor demand, employment trends, wages and fringe benefits, and other miscellaneous information. Specific employer information is and always will remain strictly confidential.

EXPLANATION OF OCCUPATIONAL SUMMARY SECTIONS/TERMS

Occupational Title, OES Code & Definition
Occupations are presented alphabetically according to the Occupational Employment Statistics (OES) classification system. The titles, definitions, and corresponding codes are taken from the *California OES Dictionary*, published by the State of California, Employment Development Department, July 1993; this is a modified version of the *OES Dictionary*, published by the U.S. Department of Labor, Bureau of Labor Statistics. Three of the occupations surveyed (Computer Animators, Computer Network Technicians, and Web Site Designers) are not part of the OES classification system. For these occupations, codes and job definitions were created to reflect current job responsibilities.

Occupational Skills & Abilities

This section lists a variety of technical, physical, personal, and basic skills rated by employers as important for job entry.

Training, Experience & Other Requirements

This section lists licensing, certification, or registration requirements (if any), training and experience prerequisites, and other qualifications, including education levels of recent hires. Key descriptive terms used in this and other sections of the occupational summaries are:

Almost All — More than 75 percent of survey respondents

Most — 50 to 75 percent of survey respondents

Many — 35 to 49 percent of survey respondents

Some — 10 to 34 percent of survey respondents

Few — Fewer than 10 percent of survey respondents

Supply & Demand Assessment

This section assesses the relative difficulty employers report in finding qualified applicants

for both entry-level and experienced positions. The following terms are used to classify occupational supply/demand in the County:

Great difficulty — Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

Some difficulty — Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Little difficulty — Supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

No difficulty — Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Employment Statistics & Trends

Occupation Size: This term refers to the estimated number of workers employed in an occupation relative to total non-agricultural employment in the County for 1992 (526,500 workers); this estimate does not include those who are self-employed. Occupational size is classified according to the following scale:

Small — Less than 800 employed (less than .15 percent of total employment)

Medium — Between 800 and 1,575 employed (between .15 to .29 percent of total employment)

Large — Between 1,575 and 3,425 employed (between .30 to .64 percent of total employment)

Very Large — Over 3,425 employed (65 or more percent of total employment)

1992 Estimated Employment: This term represents the estimated number of workers in an occupation.

Projected Job Growth: This term describes the

expected occupational growth rate in San Francisco County from 1992-99. The projections are based upon data contained in the State of California Employment Development Department (EDD) report, *Projections and Planning Information* (San Francisco County). Please be advised that the projections are based upon historical data, long term trends, and the assumption that these trends will continue; given changing economic conditions, readers should supplement this data with other labor market information sources before drawing conclusions.

Occupation Growth: According to the EDD report, the average expected growth rate for all occupations in the County for the period 1992-99 is 2.5 percent. The terms used to describe projected occupational growth rates are as follows:

Much Faster Than Average — 1.50 times average or more

Faster Than Average — 1.10 to 1.49 times average

Average — .90 to 1.09 times average

Slower Than Average — Less than .90 times average

Stable — No growth projected

Decline — Negative growth projected

It is important to recognize that for most occupations a greater number of job openings occur as a result of workers changing occupations or leaving the labor force than are created by actual job growth.

Wages

This section serves as a guide for comparing salaries of one occupation with another and to indicate an approximate salary range for each

occupation. In most cases, extreme values were excluded to allow for a more representative wage range. The wage data is shown graphically for three skill and experience levels and, if substantially different, were differentiated into union and nonunion, or industry segment categories. The wage data are not intended to represent official prevailing wages, and using them for wage and salary administration is discouraged.

Hours

This section identifies a range or average number of hours that full-time, part-time, temporary and/or on-call employees may work in the occupation.

Fringe Benefits

This section lists the percentage of employers offering various fringe benefits to full-time and part-time workers. Benefits to part-time workers are not provided when there are relatively few part-time workers in the occupation.

Recruitment Methods

This section lists the major sources that employers use to recruit their employees.

Major Employing Industries

This section identifies the major employing industries for the occupation. The industries are ranked by occupational size, from those employing the largest number of people in the occupation to those employing the least. The data are based upon the distribution of employers included in the survey sample.

Other Sources of Information

EDD routinely prepares more detailed California Occupational Guides for many occupations. If a particular guide is available for an occupation, then the guide's number is provided.

Accountants & Auditors

OES 211140

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Problem solving skills
- Analytical skills
- Budget analysis skills
- Ability to plan and organize the work of others
- Verbal presentation skills
- Report writing skills
- Ability to use a computer, including spreadsheet and word processing software

Personal or Other Skills:

- Ability to pay attention to detail
- Organizational skills
- Ability to manage multiple priorities
- Ability to meet deadlines
- Interpersonal skills
- Customer service skills
- Ability to work independently
- Ability to work as part of a team

Basic Skills:

- Oral communication skills
- Ability to write effectively

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have a bachelor's degree.

Experience:

Employers usually require one to three years experience as an Accountant or Auditor, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

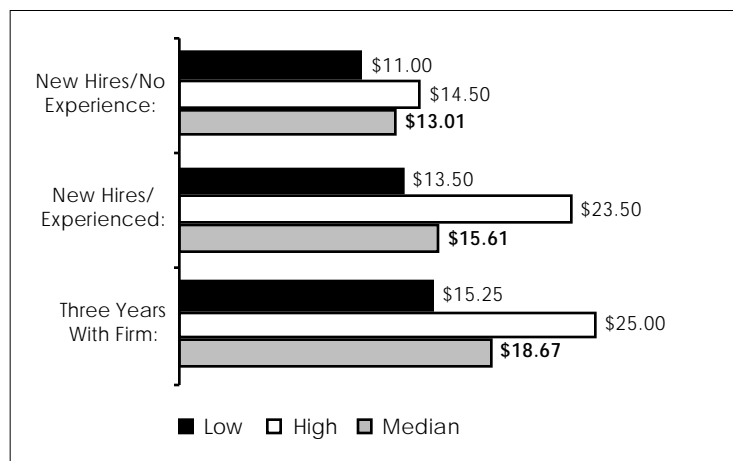
Employment Statistics & Trends

Occupation Size:	Very Large
1992 Estimated Employment:	7,180
Projected Job Growth 1992-99:	2.1%
Occupation Growth:	Slower Than Average

Number of firms responding to survey: 15

Accountants & Auditors (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Hours

Full-time employees work 38-50 hours/week. There are also a few part-time opportunities, averaging 23 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	93%
Paid Sick Leave:	93%
Retirement Plans:	93%
Medical Insurance:	100%
Dental Insurance:	93%
Vision Insurance:	80%
Life Insurance:	87%
Child Care:	7%

No. firms responding: 15/15

Recruitment Methods

Newspaper Advertisements:	87%
In-house Promotions/Transfers:	73%
Current Employees' Referrals:	53%
Private Employment Agencies:	53%
Public School/Program	
Referrals:	40%
Unsolicited Applicants:	33%

Public agencies also use civil service announcements

Major Employing Industries

Ranked by occupational size

- Accounting, Auditing, & Bookkeeping Services
- Government Agencies
- Utilities
- Banks
- Legal Services

Other Sources of Information

- California Occupational Guide No. 1 (1995)

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. The occupation does not include individuals whose primary duty is operating special office machines.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Knowledge of accounting principles
Bookkeeping skills
Ability to operate a 10-key adding machine by touch
Ability to use a computer, including spreadsheet software
Data entry skills
Telephone answering skills

Personal or Other Skills:

Ability to perform routine, repetitive work
Ability to pay attention to detail
Organizational skills
Ability to manage multiple priorities
Customer service skills
Ability to work independently
Ability to work as part of a team

Basic Skills:

Ability to write legibly
Oral communication skills
Business math skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have a high school diploma or equivalent; some have an associate or bachelor's degree. Formal training is available through community-based organizations, community colleges, private vocational schools, and regional occupational programs.

Experience:

Employers usually require 6-24 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

Employment Statistics & Trends

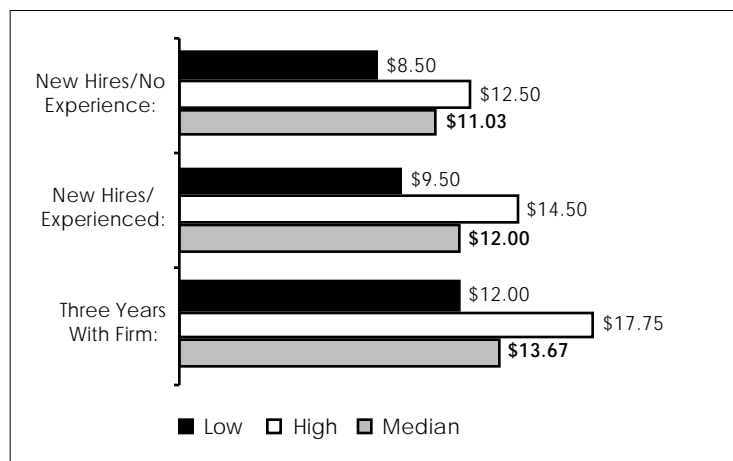
Occupation Size: Very Large
1992 Estimated Employment: 10,790
Projected Job Growth 1992-99: -6.8%
Occupation Growth: Decline*

* Employers responding to the survey indicated that employment in this occupation will remain stable over the next three years.

Number of firms responding to survey: 16

Bookkeeping, Accounting & Auditing Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Hours

Full-time employees work 40 hours/week. There are also some temporary/on-call opportunities, averaging 35 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	94%
Paid Sick Leave:	94%
Retirement Plans:	81%
Medical Insurance:	94%
Dental Insurance:	94%
Vision Insurance:	50%
Life Insurance:	81%
No. firms responding:	16/16

Recruitment Methods

In-house Promotions/Transfers:	75%
Newspaper Advertisements:	69%
Private Employment Agencies:	50%
Current Employees' Referrals:	44%
Public School/Program Referrals:	31%
Employment Development Department:	25%
Unsolicited Applicants:	19%

Public agencies also use civil service announcements.

Major Employing Industries

Ranked by occupational size

- Government Agencies
- Legal Services
- Accounting, Auditing, & Bookkeeping Services
- Restaurants
- Real Estate Agents, Brokers, & Services
- Insurance Agents, Brokers, & Services
- Employment Agencies

Other Sources of Information

- California Occupational Guide No. 26 (1996)

Computer Animators

030064997

Computer Animators use specialized software to design and create three-dimensional (3D) graphic images that give the illusion of life, action, or motion when viewed in rapid succession. The images are used in such fields as entertainment (e.g., television, motion pictures, games), multimedia, education, and forensics.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Hand drawing, composition, and design skills
Knowledge of color theory
Understanding of art principles of weight, balance, texture, form, and physical motion
A "good" demo reel
Knowledge of traditional animation principles
Knowledge of computer animation principles
Ability to plan animations
3D animation, design, and modeling skills
Ability to use "high-end" 3D animation software, e.g., Alias, 3D Studio
Ability to use electronic scanning and image manipulation tools, e.g., Photoshop
Ability to use a variety of computer platforms: Windows and Macintosh

Personal or Other Skills:

Creativity
Flexibility
Customer service skills
Problem solving skills
Ability to meet deadlines
Ability to work as part of a team
Organizational skills
Oral communication skills
Willingness to work nights and weekends

Training, Experience & Other Requirements

Training & Education:

Most recent hires have a bachelor's degree; some have an associate degree or some college background, but no degree. Formal training is available through colleges and private vocational schools.

Experience:

Most employers require 6-36 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

Occupation Size:	Small*
1992 Estimated Employment:	N/A
Projected Job Growth 1992-99:	N/A
Occupation Growth:	**

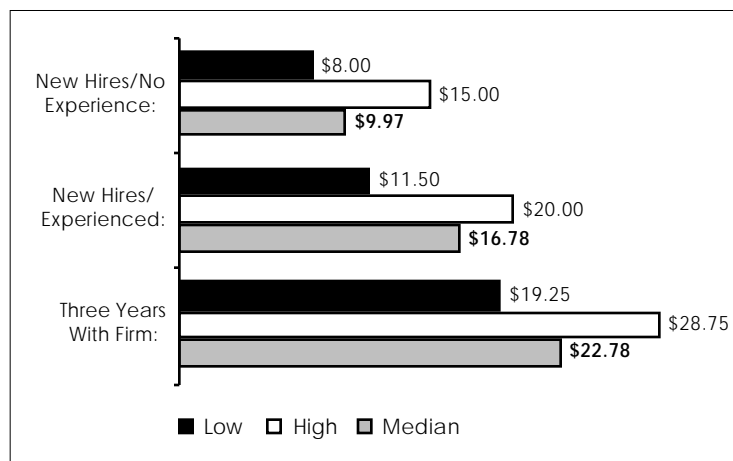
* Based upon survey research.

** Employers responding to the survey indicated that employment in this occupation will grow over the next three years.

Number of firms responding to survey: 15

Computer Animators (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Hours

Full-time employees work 40-60 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	87%
Paid Sick Leave:	87%
Retirement Plans:	27%
Medical Insurance:	87%
Dental Insurance:	53%
Vision Insurance:	53%
Life Insurance:	13%
No. firms responding:	15/15

Recruitment Methods

Current Employees' Referrals:	67%
Unsolicited Applicants:	53%
Newspaper Advertisements:	47%
Public School/Program Referrals:	40%
In-house Promotions/Transfers:	33%
Internet:	27%
Private Employment Agencies:	27%
Private School Referrals:	27%

Major Employing Industries

Ranked by occupational size

- Internet/Multimedia Design Companies
- Computer Animation Companies
- Film & Video Production/Post-Production Companies
- Video Game Development Companies
- Educational Software Development Companies

Other Sources of Information

- California Occupational Guide No. 4 (1995); 2006 (1995)

Computer Network Technicians

033162996

Computer Network Technicians install and maintain personal computers and connect them to local and/or wide area networks (LANs/WANs). Technicians perform first level troubleshooting, diagnosis, and repair of computers and peripheral equipment; they also work on network related hardware and software problems. In addition, they may provide training and education for end users on network operations, applications, and usage.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Troubleshooting/problem solving skills
Knowledge of network management trends, including the use and configuration of SNMP
Knowledge of communication protocols, e.g., TCP/IP, SPX/IPX, NetBEUI
Ability to install and configure LAN/WAN cards
Knowledge of various network cables, cable configurations and hubs
Knowledge of a variety of network operating systems: UNIX, Windows, and Netware
Ability to install and configure a fileserver
Ability to install and configure off-the-shelf software, e.g., Lotus 1-2-3, WordPerfect, Microsoft Office
Ability to use database, spreadsheet, and word processing software

Physical Abilities:

Good physical condition
Ability to lift at least 50 lbs.

Personal or Other Skills:

Ability to pay attention to detail
Customer service skills
Organizational skills
Ability to work under pressure
Ability to handle multiple priorities
Ability to work independently
Ability to work as part of a team
Willingness to work nights and weekends

Training, Experience & Other Requirements

Training & Education:

Many recent hires have some college background; some have a high school diploma or equivalent, associate, or bachelor's degree. Formal training is available through community-based organizations, private vocational schools, and university extension programs.

Experience:

Most employers require one to five years of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported little difficulty finding inexperienced applicants.

Experienced:

Employers reported some difficulty finding experienced applicants.

Employment Statistics & Trends

Occupation Size:	Small*
1992 Estimated Employment:	N/A
Projected Job Growth 1992-99:	N/A
Occupation Growth:	**

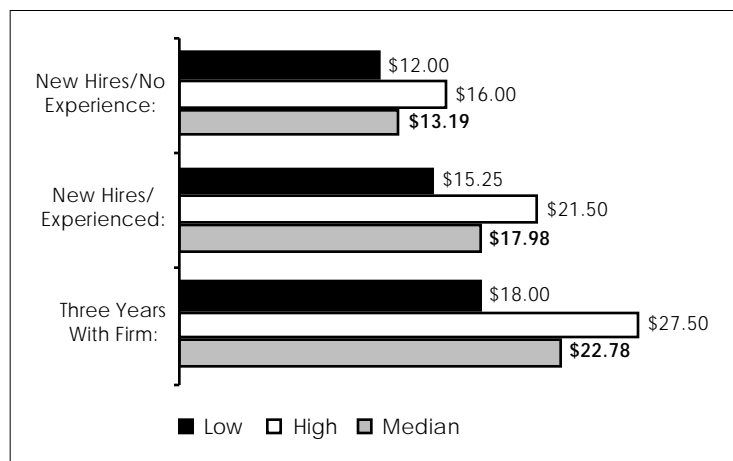
* Based upon survey research.

** Employers responding to the survey indicated that employment in this occupation will grow over the next three years.

Number of firms responding to survey: 15

Computer Network Technicians (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Hours

Full-time employees work 37-50 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	100%
Paid Sick Leave:	93%
Retirement Plans:	80%
Medical Insurance:	100%
Dental Insurance:	93%
Vision Insurance:	93%
Life Insurance:	80%
Child Care:	33%
No. firms responding:	15/15

Recruitment Methods

Private Employment Agencies:	71%
Newspaper Advertisements:	64%
In-house Promotions/Transfers:	50%
Current Employees' Referrals:	36%
Employment Development Department:	36%
Public School/Program Referrals:	36%
Private School Referrals:	29%
Unsolicited Applicants:	21%
Internet:	7%

Public agencies also use civil service announcements

Major Employing Industries

Ranked by occupational size

- Computer Maintenance & Repair Services
- Government Agencies
- Colleges & Universities
- Acute Care Hospitals
- (In addition, any organization which has at least 100 employees.)

Other Sources of Information

- California Occupational Guide No. 2001A (1994)

Computer Operators

OES 560110

Computer Operators monitor and control electronic computers to process business, scientific, engineering, and other data according to operating instructions. They may also control peripheral equipment such as tape or disk drives, or printers. The occupation does not include workers who primarily control peripheral equipment.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Knowledge of mainframe hardware and operating systems
Knowledge of midrange hardware and operating systems
Ability to operate peripheral equipment
Troubleshooting/problem solving skills
Record keeping skills

Physical Abilities:

Ability to lift at least 40 lbs. repeatedly

Personal or Other Skills:

Ability to handle crisis situations
Ability to work under pressure
Ability to work independently
Willingness to work nights, weekends, and holidays

Basic Skills:

Basic math skills
Ability to read and follow instructions
Ability to write legibly
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have some college background; some have a high school diploma or equivalent.

Experience:

Most employers require 6-36 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported some difficulty finding inexperienced applicants.

Experienced:

Employers reported some difficulty finding experienced applicants.

Employment Statistics & Trends

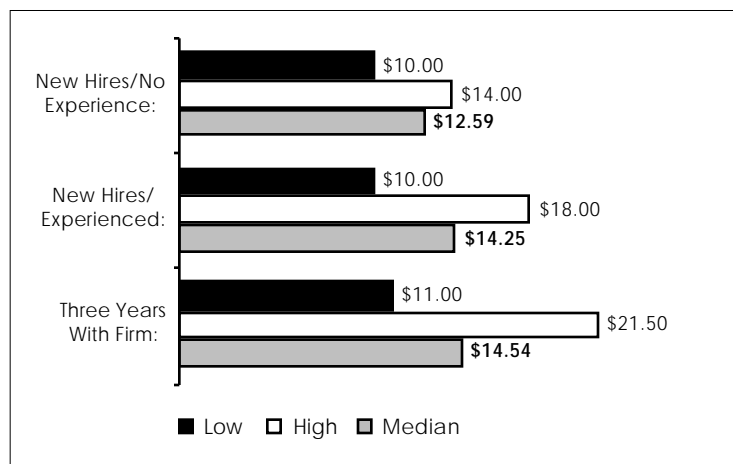
Occupation Size: Medium
1992 Estimated Employment: 1,560
Projected Job Growth 1992-99: -24.4%
Occupation Growth: Decline*

* Employers responding to the survey indicated that employment in this occupation will remain stable over the next three years.

Number of firms responding to survey: 17

Computer Operators (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Hours

Full-time employees work 38-45 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	100%
Paid Sick Leave:	94%
Retirement Plans:	88%
Medical Insurance:	100%
Dental Insurance:	94%
Vision Insurance:	100%
Life Insurance:	76%
Child Care:	12%
No. firms responding:	17/17

Recruitment Methods

Newspaper Advertisements:	71%
In-house Promotions/Transfers:	53%
Current Employees' Referrals:	35%
Private Employment Agencies:	18%

Major Employing Industries

Ranked by occupational size

- Banks
- Government Agencies
- Accounting, Auditing, & Bookkeeping Services
- Colleges & Universities
- Data Processing Services
- Insurance Agents, Brokers, & Services
- Acute Care Hospitals

Public agencies also use civil service announcements

Other Sources of Information

- California Occupational Guide No. 299 (1995)

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Knowledge of sanitation, hygiene, and safety procedures
Supervisory skills
Ability to use standard culinary equipment, e.g., knives, commercial blenders, meat grinders, etc.

Physical Abilities:

Good eye-hand coordination
Ability to stand continuously for two or more hours

Personal or Other Skills:

Creativity
Good grooming skills
Ability to pay attention to detail
Ability to work under pressure
Organizational skills
Ability to manage multiple priorities
Willingness to work with close supervision
Ability to work independently
Ability to work as part of a team
Willingness to work nights, weekends, and holidays

Basic Skills:

Basic math skills
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have a high school diploma or equivalent; some have a college background, but no degree. Formal training is available through community colleges, professional culinary and community-based schools, and a union apprenticeship program. Applicants for the apprenticeship, which consists of three years of on-the-job training with classroom instruction, must be at least 16 years old, have a high school diploma or equivalent, and pass a personal interview.

Experience:

Employers usually require one to four years of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

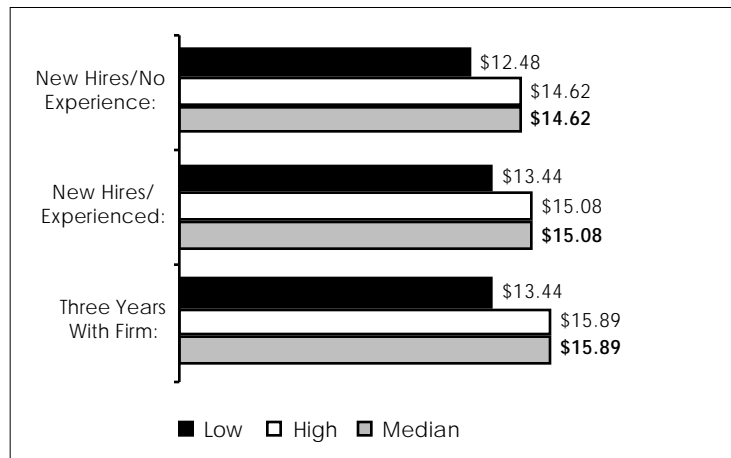
Occupation Size:	Large
1992 Estimated Employment:	3,350
Projected Job Growth 1992-99:	11.3%
Occupation Growth:	Much Faster Than Average

Number of firms responding to survey: 17

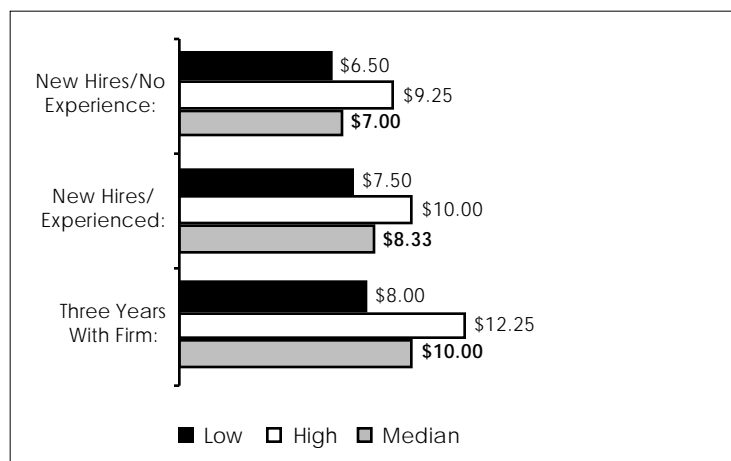
Cooks, Restaurant (cont.)

Hourly Wages: Low, High & Median (Fall 1996)

Union



Non-Union



Hours

Full-time employees work 35-48 hours/week. There are also a few part-time opportunities, averaging 25 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	88%
Paid Sick Leave:	65%
Retirement Plans:	47%
Medical Insurance:	88%
Dental Insurance:	76%
Vision Insurance:	53%
Life Insurance:	65%
Child Care:	6%

No. firms responding: 17/17

Recruitment Methods

In-house Promotions/Transfers:	82%
Current Employees' Referrals:	76%
Newspaper Advertisements:	59%
Unsolicited Applicants:	59%
Private School Referrals:	47%
Public School/Program Referrals:	47%
Employment Development Department:	29%
Union Hall Referrals:	24%

Major Employing Industries

Ranked by occupational size

- Restaurants
- Hotels

Other Sources of Information

- California Occupational Guide No. 93 (1995)

Short Order Cooks prepare and cook to order a variety of foods that require only a short preparation time. They may take orders from customers and serve patrons at counters or tables. The occupation does not include cooks in fast food establishments.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Fry cooking skills
Food preparation skills
Food handling skills

Physical Abilities:

Ability to stand continuously for two or more hours

Personal or Other Skills:

Good grooming skills
Ability to work under pressure
Willingness to work with close supervision
Ability to work independently
Willingness to work nights, weekends, and holidays

Basic Skills:

Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have some college background; some have a high school diploma or equivalent.

Experience:

Employers usually require 6-24 months of related experience, but sometimes will accept training as a substitute for experience. Formal training is available through community-based organizations and regional occupational programs.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

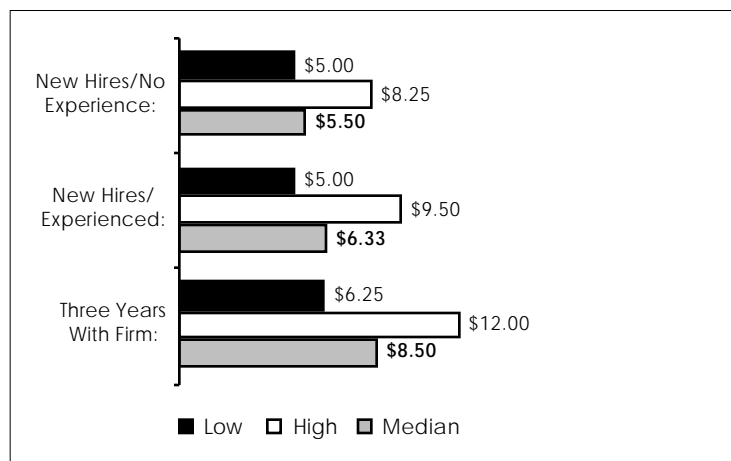
Employment Statistics & Trends

Occupation Size:	Medium
1992 Estimated Employment:	870
Projected Job Growth 1992-99:	9.2%
Occupation Growth:	Much Faster Than Average

Number of firms responding to survey: 15

Cooks, Short Order (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Hours

Full-time employees work 35-40 hours/week. There are also some part-time opportunities, averaging 25 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	29%
Paid Sick Leave:	7%
Retirement Plans:	7%
Medical Insurance:	43%
Dental Insurance:	29%
Vision Insurance:	7%
Life Insurance:	14%
No. firms responding:	14/14

Recruitment Methods

Newspaper Advertisements:	54%
Unsolicited Applicants:	46%
Current Employees' Referrals:	38%
In-house Promotions/Transfers:	23%
Employment Development Department:	15%

Major Employing Industries

Ranked by occupational size

- Restaurants

Other Sources of Information

- California Occupational Guide No. 366 (1995)

Dining Room Attendants & Bartender Helpers

OES 650140

Dining Room and Cafeteria Attendants, and Bartender Helpers perform any combination of duties to facilitate food service. They carry dirty dishes from the dining room to the kitchen, replace soiled table linens and set tables with silverware and glassware, and replenish supply of clean linens, silverware, glassware, and dishes. They supply services bar with food, such as soups, salads, and desserts, and serve ice water and butter to patrons. They may also serve coffee to patrons and wash tables.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Physical Abilities:

Ability to stand continuously for two or more hours
Ability to lift at least 30 lbs. repeatedly

Personal or Other Skills:

Good grooming skills
Customer service skills
Willingness to work with close supervision
Ability to work independently

Basic Skills:

Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have a high school diploma or equivalent.

Experience:

Employers usually require 6-24 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

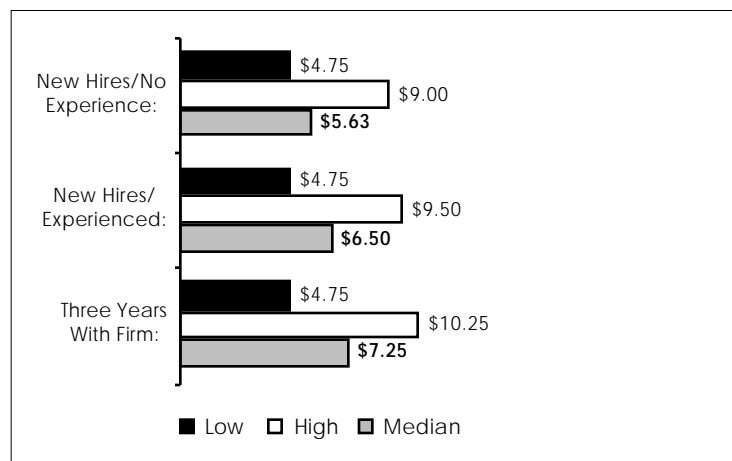
Employment Statistics & Trends

Occupation Size:	Large
1992 Estimated Employment:	2,660
Projected Job Growth 1992-99:	4.1%
Occupation Growth:	Much Faster Than Average

Number of firms responding to survey: 16

Dining Room Attendants & Bartender Helpers (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Wages

In addition to the above wage range, most Dining Room and Cafeteria Attendants, and Bartender Helpers earn tips, ranging from \$2.75 - \$8.75/hour.

Hours

Full-time employees work 30-40 hours/week. There are also many part-time opportunities, averaging 22 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	80%
Paid Sick Leave:	60%
Retirement Plans:	40%
Medical Insurance:	93%
Dental Insurance:	80%
Vision Insurance:	53%
Life Insurance:	60%
Child Care:	7%

No. firms responding: 15/15

Recruitment Methods

Current Employees' Referrals:	56%
Newspaper Advertisements:	50%
In-house Promotions/Transfers:	31%
Unsolicited Applicants:	31%

Major Employing Industries

Ranked by occupational size

- Restaurants
- Hotels

Other Sources of Information

- California Occupational Guide No. 523 (1995)

Gardeners and Groundskeepers maintain grounds of public or private property, using hand/power tools or equipment. They may perform any combination of tasks, such as mowing, trimming, planting, watering, fertilizing, digging, raking, and sweeping. Additional duties may include minimal care and upkeep of buildings and equipment. They may plan and execute small-scale landscaping operations. They may dig and prepare graves. The occupation does not include Groundskeepers who disseminate information to the public and patrol public parks to enforce rules and regulations and to detect fires.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Knowledge of gardening tools
Knowledge of pesticides, fungicides, and herbicides
Knowledge of tree, shrub, and flower planting
Knowledge of soils and amendments
Knowledge of turf establishment and maintenance
Ability to implement safe work practices
Ability to operate/maintain grounds maintenance equipment

Physical Abilities:

Ability to stand continuously for two or more hours
Good physical condition

Personal or Other Skills:

Public contact skills
Willingness to work with close supervision
Ability to work independently
Ability to work as part of a team
Valid driver's license
Dependability

Basic Skills:

Ability to read and follow instructions
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have some college background; some have a high school diploma or equivalent, and a few have an associate degree. Formal training is available through community colleges.

Experience:

Employers usually require 12-24 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

Employment Statistics & Trends

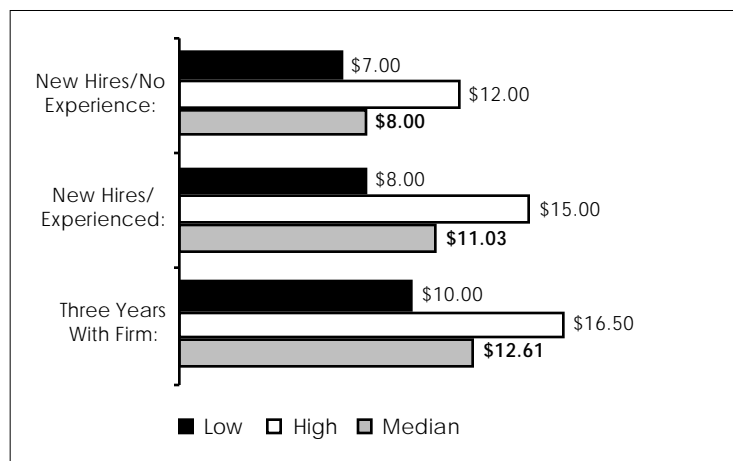
Occupation Size:	Large
1992 Estimated Employment:	1,710
Projected Job Growth 1992-99:	5.8%
Occupation Growth:	Much Faster Than Average*

* Employers responding to the survey indicated that employment in this occupation will remain stable over the next three years.

Number of firms responding to survey: 15

Gardeners, Groundskeepers, Except Farm (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Hours

Full-time employees work 40 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	87%
Paid Sick Leave:	87%
Retirement Plans:	60%
Medical Insurance:	93%
Dental Insurance:	73%
Vision Insurance:	60%
Life Insurance:	40%
No. firms responding:	15/15

Recruitment Methods

In-house Promotions/Transfers:	67%
Newspaper Advertisements:	60%
Current Employees' Referrals:	40%
Unsolicited Applicants:	40%
Public School/Program Referrals:	20%
Union Hall Referrals:	20%

Public agencies also use civil service announcements.

Major Employing Industries

Ranked by occupational size

- Lawn & Garden Services
- Government Agencies
- Schools, Colleges, & Universities
- Golf Clubs
- Building Management Companies

Other Sources of Information

- California Occupational Guide No. 380 (1995)

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. The occupation does not include workers whose duties are narrowly defined.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Data entry skills
- Alphabetic and numeric filing skills
- Proofreading skills
- English grammar, spelling, and punctuation skills
- Ability to type at least 45 wpm
- Ability to use a computer, including word processing software
- Telephone answering skills
- Ability to use a variety of office equipment
- Problem solving skills
- Record keeping skills

Personal or Other Skills:

- Ability to pay attention to detail
- Ability to meet deadlines
- Organizational skills
- Ability to manage multiple priorities
- Interpersonal skills
- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Basic math skills
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have either a high school diploma or equivalent, associate, or bachelor's degree. Formal training is available through community-based organizations, community colleges, private vocational schools, and regional occupational programs.

Experience:

Employers sometimes require 6-24 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

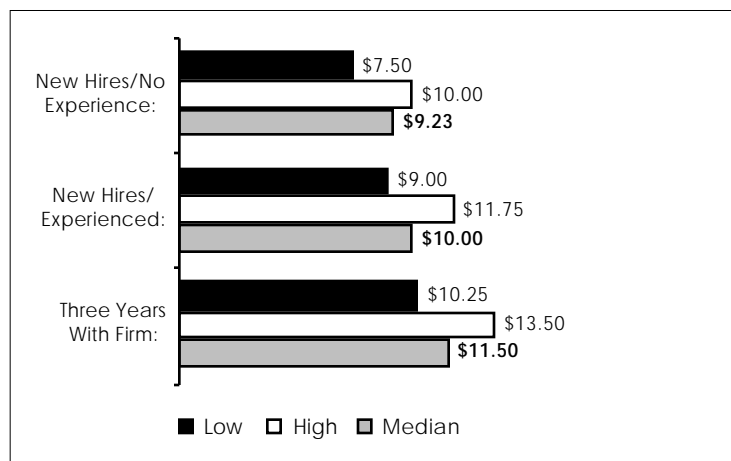
Employment Statistics & Trends

Occupation Size:	Very Large
1992 Estimated Employment:	20,010
Projected Job Growth 1992-99:	.4%
Occupation Growth:	Slower Than Average

Number of firms responding to survey: 15

General Office Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Wages

Union employers pay at the top of the wage range.

Hours

Full-time employees work 38-45 hours/week. There are also some part-time opportunities, averaging 25 hours/week.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	92%	75%
Paid Sick Leave:	92%	75%
Retirement Plans:	85%	50%
Medical Insurance:	100%	50%
Dental Insurance:	85%	50%
Vision Insurance:	31%	50%
Life Insurance:	85%	50%
Child Care:	15%	25%
No. firms responding:	13/13	4/5

Recruitment Methods

Newspaper Advertisements:	73%
Current Employees' Referrals:	47%
Employment Development Department:	47%
In-house Promotions/Transfers:	27%
Private Employment Agencies:	20%
Public School/Program Referrals:	20%

Public agencies also use civil service announcements

Major Employing Industries

Ranked by occupational size

- Banks
- Colleges & Universities
- Employment Agencies
- Insurance Agents, Brokers, & Services
- Government Agencies
- Engineering Services

Other Sources of Information

- California Occupational Guide No. 295 (1995)

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Possession of a clean police record
Ability to follow security protection procedures
Report writing skills

Physical Abilities:

Good vision
Good hearing
Good physical condition
Ability to walk for prolonged periods of time
Ability to stand continuously for two or more hours
Ability to sit continuously for two or more hours

Personal or Other Skills:

Good grooming skills
Public contact skills
Ability to handle crisis situations
Ability to deal effectively with difficult individuals
Dependability
Ability to work independently
Willingness to work nights, weekends, and holidays

Basic Skills:

Ability to follow oral instructions
Ability to read and follow instructions
Ability to write legibly

Training, Experience & Other Requirements

Training & Education:

Most recent hires have some college background; some have a high school diploma or equivalent.

Experience:

Employers sometimes require 6-24 months of related experience.

Registration:

Uniformed contract guards and armed in-house guards are required to be registered with the California State Department of Consumer Affairs. Applicants must be at least 18 years old, pass a criminal background check, and successfully complete a two-hour course and examination administered by either the employer or a school. Also, all guards who carry a weapon are required to have an additional weapons permit.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

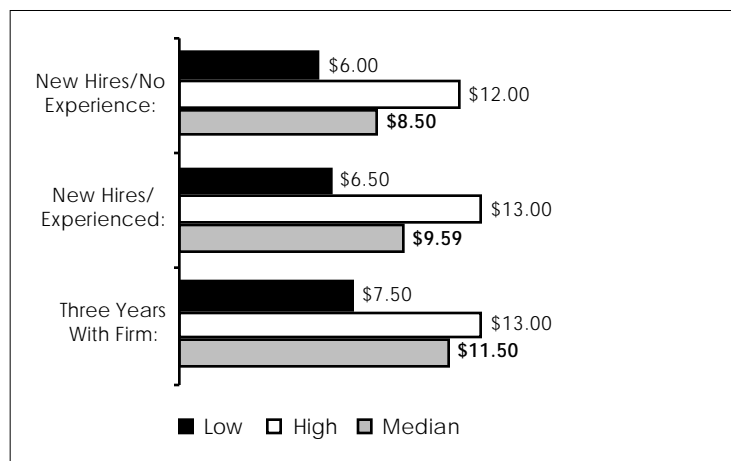
Employment Statistics & Trends

Occupation Size:	Very Large
1992 Estimated Employment:	6,490
Projected Job Growth 1992-99:	6%
Occupation Growth:	Much Faster Than Average

Number of firms responding to survey: 15

Guards & Watch Guards (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Wages

Colleges and universities pay at the top of the wage range for in-house guards.

Hours

Full-time employees work 38-40 hours/week. There are also a few part-time and temporary/on-call opportunities available, averaging 22 hours/week and 17 hours/week respectively.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	87%	30%
Paid Sick Leave:	67%	30%
Retirement Plans:	67%	10%
Medical Insurance:	87%	10%
Dental Insurance:	67%	10%
Vision Insurance:	40%	10%
Life Insurance:	53%	0%
No. firms responding:	15/15	10/10

Recruitment Methods

Current Employees' Referrals:	71%
Newspaper Advertisements:	64%
Unsolicited Applicants:	57%
Employment Development Department:	43%
In-house Promotions/Transfers:	43%
Public School/Program Referrals:	29%
Private Employment Agencies:	29%
Union Hall Referrals:	21%

Major Employing Industries

Ranked by occupational size

- Detective, Guard, & Armored Car Services
- Hotels
- Schools, Colleges, & Universities
- Building Management Companies
- Museums & Art Galleries

Other Sources of Information

- California Occupational Guide No. 75 (1994)

Hairdressers, Hairstylists, & Cosmetologists

OES 680050

Hairdressers, Hairstylists, and Cosmetologists provide beauty services for customers, such as suggesting hair styles, cutting and styling hair, treating the scalp, applying make-up, and dressing wigs. The occupation does not include Shampooers, Manicurists, and Beauty School Instructors.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Knowledge of new fashion trends and beauty techniques
Artistic skills

Physical Abilities:

Good eye-hand coordination
Ability to stand continuously for two or more hours
Good physical condition

Personal or Other Skills:

Good grooming skills
Creativity
Ability to work under pressure
Customer service skills
Willingness to work nights, weekends, and holidays
Ability to work independently

Basic Skills:

Ability to follow oral instructions
Ability to read and follow instructions
Oral communication skills
Listening skills

Training, Experience & Other Requirements

Licensing:

Hairdressers, Hairstylists, & Cosmetologists are required to be licensed by the California State Board of Barbering and Cosmetology. Applicants must be at least 17 years old, have a 10th grade education or equivalent, completed a Board-approved cosmetology program (consisting of at least 1600 hours) and pass a written and practical examination.

Training & Education:

Formal training is available through private vocational schools, regional occupational programs, and a union apprenticeship program. Applicants for the apprenticeship program, which combines two years of classroom study with on-the job training must be at least 16 years old, have completed the 10th grade and have a high school diploma or equivalent, and be able to stand continuously for up to eight hours. A few beauty salons also offer advanced training programs, ranging from 9-24 months; applicants for these programs must already have their cosmetology license.

Experience:

Most employers require one to five years of related experience.

Number of firms responding to survey: 15

Hairdressers, Hairstylists, & Cosmetologists (cont.)

Supply & Demand Assessment

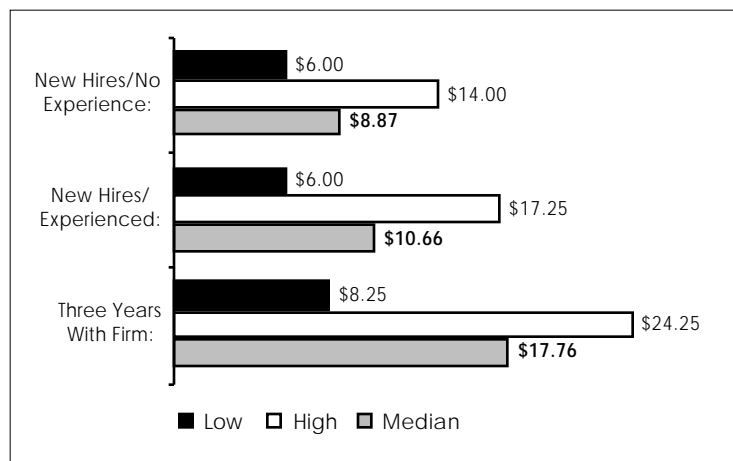
Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Total Hourly Compensation: Low, High & Median (Fall 1996)



Wages

Hairdressers, Hairstylists, & Cosmetologists are compensated in a variety of ways, including straight salary plus tips, salary plus commission and tips, and straight commission plus tips.

Hours

Full-time employees work 30-45 hours/week. There are also some part-time opportunities, averaging 20 hours/week.

Employment Statistics & Trends

Occupation Size: *Medium*
1992 Estimated Employment: 1,010
Projected Job Growth 1992-99: 10.9%
Occupation Growth: *Much Faster Than Average*

Fringe Benefits

	Full-time
Paid Vacation:	27%
Paid Sick Leave:	7%
Retirement Plans:	13%
Medical Insurance:	40%
Dental Insurance:	47%
Vision Insurance:	0%
Life Insurance:	7%

No. firms responding: 15/15

Recruitment Methods

Newspaper Advertisements:	64%
Unsolicited Applicants:	43%
Current Employees' Referrals:	36%
Private School Referrals:	14%
Public School/Program Referrals:	14%

Major Employing Industries

Ranked by occupational size

- Beauty Salons

Other Sources of Information

- California Occupational Guide No. 58 (1995)

Home Appliance & Power Tool Repairers

OES 857111

Home Appliance and Power Tool Repairers repair, adjust, and install all types of gas and electric household appliances, such as refrigerators, washing machines, dishwashers, vacuum cleaners, and room air conditioners. They may repair small appliances, such as toasters, mixers, and food processors. The occupation also includes repairers of electrical hand and bench tools, such as lathes, drills, saws, grinders, and polishers, but not workers who primarily install and repair heating, air conditioning, and refrigeration systems.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Understanding of electrical circuitry
- Ability to operate circuit test equipment
- Ability to read schematics
- Ability to repair gas home appliances
- Ability to repair electric household appliances
- Ability to operate power hand tools
- Problem solving skills
- Cost estimating skills
- Ability to implement safe work practices
- U.S. E.P.A. certification (refrigerants)

Physical Abilities:

- Good eye-hand coordination
- Ability to lift at least 50 lbs. repeatedly

Personal or Other Skills:

- Good grooming skills
- Ability to work under pressure
- Customer service skills
- Willingness to work with close supervision
- Ability to work independently
- Valid driver's license

Basic Skills:

- Basic math skills
- Ability to read and follow instructions
- Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have a high school diploma or equivalent or some college background, but no degree.

Experience:

Employers sometimes require 9-24 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

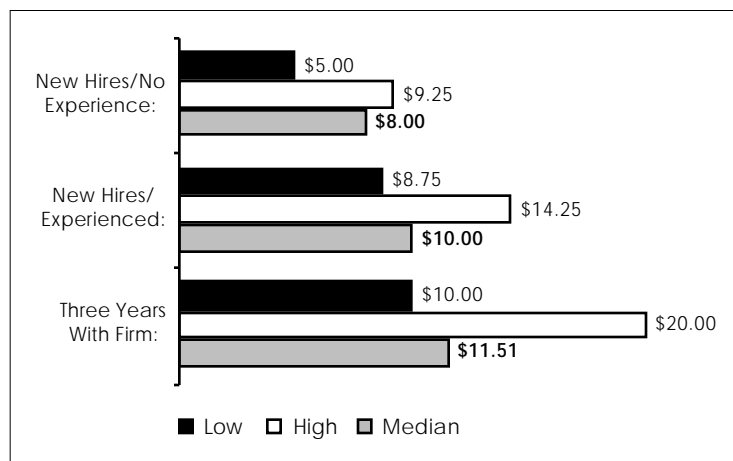
Occupation Size:	Small
1992 Estimated Employment:	50
Projected Job Growth 1992-99:	-0.2%
Occupation Growth:	Decline*

* Employers responding to the survey indicated that employment in this occupation will remain stable or grow over the next three years.

Number of firms responding to survey: 13

Home Appliance & Power Tool Repairers (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Wages

Some employers pay only commissions ranging from \$14.50 - \$15.25/hour.

Hours

Full-time employees work 38-50 hours/week. There are also a few part-time opportunities, averaging 22 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	67%
Paid Sick Leave:	58%
Retirement Plans:	33%
Medical Insurance:	67%
Dental Insurance:	50%
Vision Insurance:	33%
Life Insurance:	42%
Child Care:	8%

No. firms responding: 12/13

Recruitment Methods

Current Employees' Referrals:	73%
Newspaper Advertisements:	64%
Unsolicited Applicants:	55%
In-house Promotions/Transfers:	45%
Employment Development Department:	36%
Public School/Program Referrals:	36%
Private School Referrals:	18%

Major Employing Industries

Ranked by occupational size

- Household Appliance Sales & Repair Stores
- Electrical & Electronic Repair Stores
- Household Appliance Manufacturers
- Department Stores

Other Sources of Information

- California Occupational Guide No. 101 (1995)

Host, Hostesses, Restaurant, Lounge, Coffee Shop

OES 650020

Hosts and Hostesses-Restaurant, Lounge or Coffee Shop, welcome patrons, seat them at tables or in lounge, and insure quality of facilities and service.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Ability to operate a cash register

Physical Abilities:

Ability to stand continuously for two or more hours

Personal or Other Skills:

Good grooming skills

Pleasant personality

Customer service skills

Ability to work under pressure

Willingness to work with close supervision

Ability to work independently

Willingness to work nights, weekends, and holidays

Punctuality

Basic Skills:

Basic math skills

Ability to read and follow instructions

Ability to write legibly

Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have some college background; some have a high school diploma or equivalent.

Experience:

Employers sometimes require 12-24 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

Occupation Size: *Medium*

1992 Estimated Employment: 940

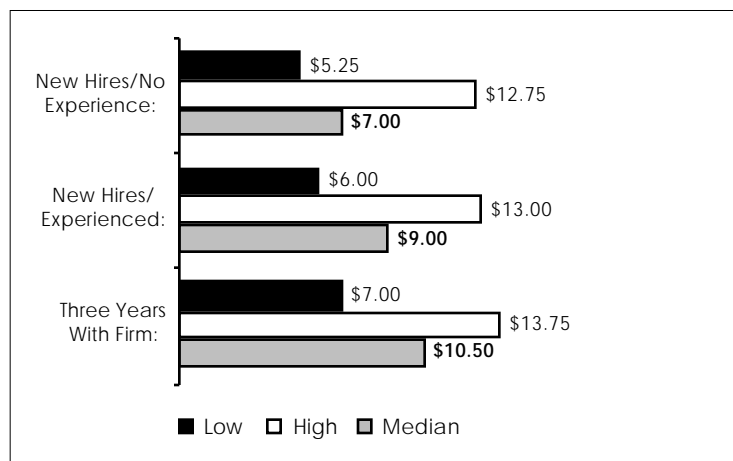
Projected Job Growth 1992-99: 6.4%

Occupation Growth: *Much Faster Than Average*

Number of firms responding to survey: 15

Host, Hostesses, Restaurant, Lounge, Coffee Shop (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Wages

In addition to the above wage range, some Hosts & Hostesses receive tips. Hotels generally pay at the high end of the wage range.

Hours

Full-time employees work 30-40 hours/week. There are also many part-time opportunities, averaging 19 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	69%
Paid Sick Leave:	54%
Retirement Plans:	31%
Medical Insurance:	80%
Dental Insurance:	62%
Vision Insurance:	46%
Life Insurance:	46%
No. firms responding:	13/13

Recruitment Methods

Current Employees' Referrals:	67%
Newspaper Advertisements:	60%
In-house Promotions/Transfers:	47%
Unsolicited Applicants:	27%

Major Employing Industries

Ranked by occupational size

- Restaurants
- Hotels

Other Sources of Information

- California Occupational Guide No. 500 (1995)

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalks. The occupation does not include Maids and Housekeepers.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to operate janitorial power equipment
- Understanding of cleaning compounds and solutions
- Knowledge of floor finishes
- Ability to implement safe work practices

Physical Abilities:

- Ability to stand continuously for two or more hours

Personal or Other Skills:

- Public contact skills
- Dependability
- Willingness to work with close supervision
- Ability to work independently
- Willingness to work nights, weekends, and holidays

Basic Skills:

- Ability to read and follow instructions
- Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have a high school diploma or equivalent; some have less than a high school education. Formal training is available through community colleges.

Experience:

Employees usually require 6-36 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

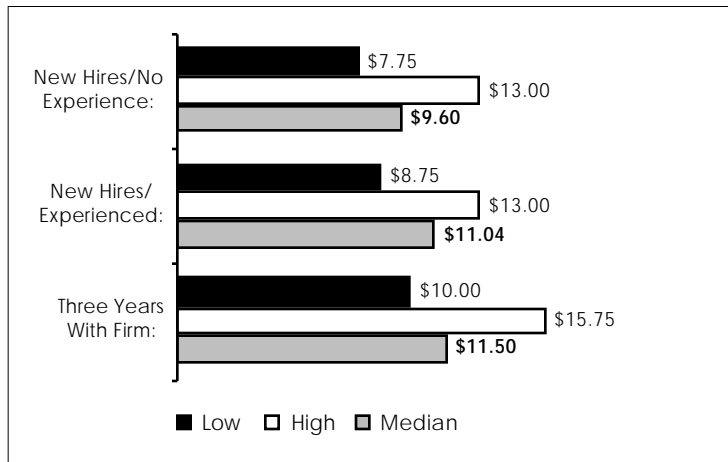
Employment Statistics & Trends

Occupation Size:	Very Large
1992 Estimated Employment:	12,300
Projected Job Growth 1992-99:	4.1%
Occupation Growth:	Much Faster Than Average

Number of firms responding to survey: 16

Janitors & Cleaners (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Wages

This occupation is heavily unionized.

Hours

Full-time employees work 38-40 hours/week. There are also some part-time opportunities, averaging 20 hours/week.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	100%	83%
Paid Sick Leave:	100%	83%
Retirement Plans:	94%	83%
Medical Insurance:	100%	83%
Dental Insurance:	100%	83%
Vision Insurance:	81%	67%
Life Insurance:	75%	50%

No. firms responding: 16/16 6/6

Recruitment Methods

In-house Promotions/Transfers:	63%
Current Employees' Referrals:	56%
Newspaper Advertisements:	44%
Union Hall Referrals:	44%
Unsolicited Applicants:	38%
Employment Development Department:	25%
Private Employment Agencies:	25%

Major Employing Industries

Ranked by occupational size

- Building Cleaning & Maintenance Services
- Schools, Colleges, & Universities
- Acute Care Hospitals
- Hotels

Other Sources of Information

- California Occupational Guide No. 88 (1995)

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clinical duties.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to prepare patients for examinations
- Ability to administer medications/injections
- Ability to clean, sterilize, and assemble treatment trays and other supplies
- Ability to take vital signs
- Knowledge of asepsis
- Knowledge of medical terminology
- Ability to administer first aid, including CPR
- Telephone answering skills
- Appointment scheduling skills
- Record keeping skills
- Alphabetic and numeric filing skills
- Ability to follow billing procedures
- Ability to complete and explain medical insurance forms
- Ability to use a computer

Physical Abilities:

- Ability to stand continuously for two or more hours
- Good physical condition

Personal or Other Skills:

- Good grooming skills
- Ability to work under pressure
- Interpersonal skills
- Willingness to work with close supervision
- Ability to work independently
- Ability to work as part of a team

Basic Skills:

- Ability to follow oral instructions
- Ability to read and follow instructions
- Oral communication skills

Training, Experience & Other Requirements

Certification:

Voluntary certification as a Certified Medical Assistant (CMA) is available through the American Association of Medical Assistants. Applicants must have completed an approved medical assisting program or meet specific experience requirements, and pass a written examination. Certification as a CMA is preferred or required by most employers.

Training & Education:

Most recent hires have a high school diploma or equivalent; some have a college background, but no degree.

Experience:

Employers usually require 6-24 months of related experience, but sometimes will accept training as a substitute for experience. Formal training is available through community-based organizations, community colleges, and private vocational schools.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

Number of firms responding to survey: 15

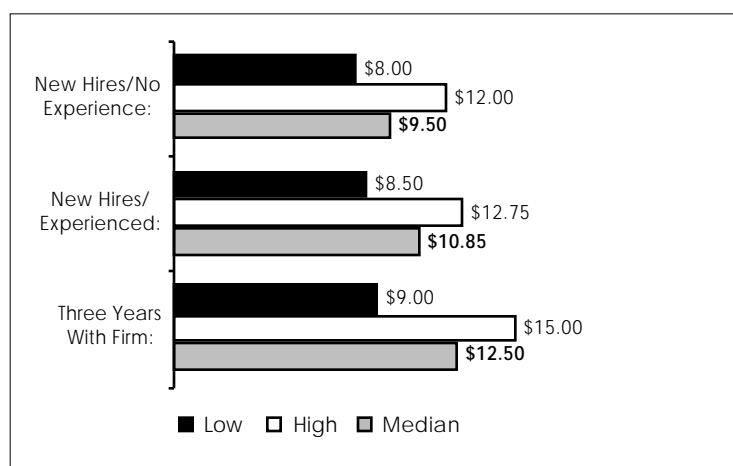
Medical Assistants (cont.)

Employment Statistics & Trends

Occupation Size:	Small
1992 Estimated Employment:	730
Projected Job Growth 1992-99:	9.6%
Occupation Growth:	Much Faster Than Average*

* Employers responding to the survey indicated that employment in this occupation will remain stable over the next three years.

Hourly Wages: Low, High & Median (Fall 1996)



Hours

Full-time employees work 35-40 hours/week. There are also some part-time opportunities, averaging 19 hours/week.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	100%	50%
Paid Sick Leave:	93%	50%
Retirement Plans:	86%	67%
Medical Insurance:	100%	50%
Dental Insurance:	86%	50%
Vision Insurance:	43%	33%
Life Insurance:	93%	50%
Child Care:	7%	17%

No. firms responding: 14/14 6/7

Recruitment Methods

Newspaper Advertisements:	80%
Current Employees' Referrals:	53%
In-house Promotions/Transfers:	53%
Public School/Program Referrals:	47%
Private Employment Agencies:	33%
Unsolicited Applicants:	33%
Employment Development Department:	27%
Private School Referrals:	27%

Major Employing Industries

Ranked by occupational size

- Doctors' Offices
- Outpatient Clinics

Other Sources of Information

- California Occupational Guide No. 513 (1995)

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. The occupation does not include Psychiatric Aides and Home Health Aides.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to provide personal services to patients
- Knowledge of asepsis
- Ability to take vital signs
- Knowledge of medical terminology
- Ability to apply transferring techniques moving patients
- Post surgical care skills
- Ability to administer first aid, including CPR
- Ability to prepare deceased patients
- Record keeping skills

Physical Abilities:

- Ability to stand continuously for two or more hours

Personal or Other Skills:

- Emotional stability
- Tactfulness
- Interpersonal skills
- Understanding of a variety of cultures
- Ability to handle crisis situations
- Willingness to work with close supervision
- Willingness to work nights, weekends, and holidays
- Ability to work independently
- Ability to work as part of a team

Basic Skills:

- Ability to follow oral instructions
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have a high school diploma or equivalent; a few have some college background, but no degree. Formal training is available through community colleges, community-based organizations, and private vocational schools.

Experience:

Most employers require 3-12 months experience as a Nurses's Aide.

Certification:

Federal and California state law requires Nurse Aides who work in any type of skilled nursing facility to be certified as a Certified Nursing Assistant (CNA) by the California State Department of Health Services. Applicants must have completed a minimum of 150 hours of training in a state-approved program and pass a written and practical examination. CNA certification is also preferred or required by most other employers such as nurses' registries.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

Number of firms responding to survey: 15

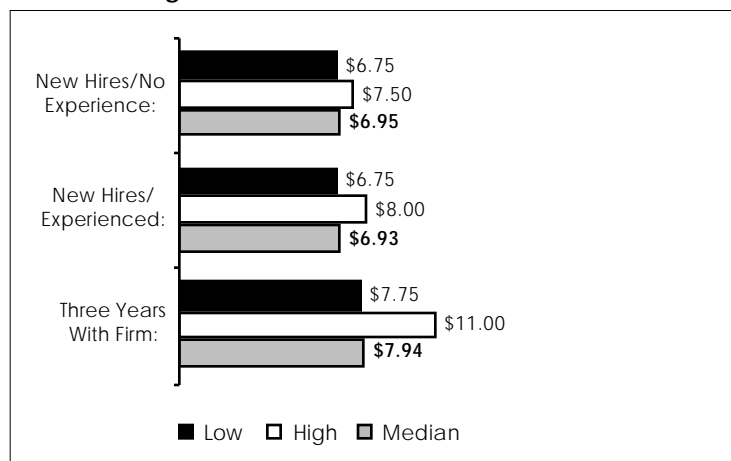
Nurse Aides (cont.)

Employment Statistics & Trends

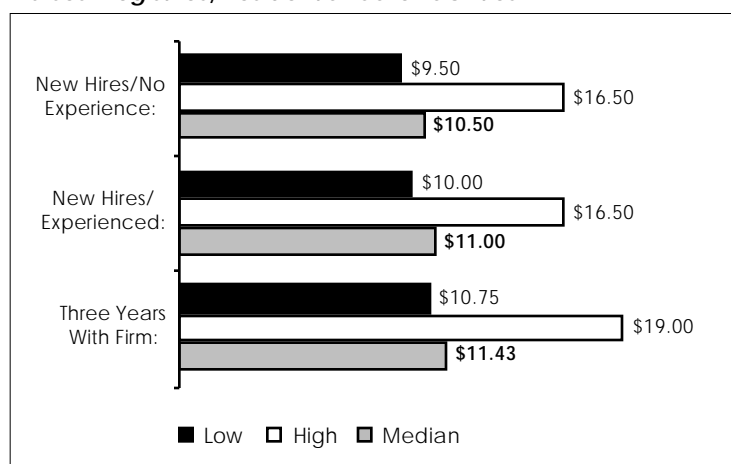
Occupation Size:	Large
1992 Estimated Employment:	2,720
Projected Job Growth 1992-99:	3.3%
Occupation Growth:	Faster Than Average

Hourly Wages: Low, High & Median (Fall 1996)

Skilled Nursing Facilities



Acute Care Hospitals, Adult Day Health Programs, Nurses' Registries, Residential Care Facilities



Wages

San Francisco City & County hospitals pay at the top of the wage range.

Hours

Full-time employees work 36-40 hours/week. There are also some part-time opportunities, averaging 25 hours/week.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	87%	69%
Paid Sick Leave:	87%	69%
Retirement Plans:	53%	46%
Medical Insurance:	87%	69%
Dental Insurance:	80%	69%
Vision Insurance:	73%	54%
Life Insurance:	60%	38%
Child Care:	7%	0%
No. firms responding:	15/15	13/13

Recruitment Methods

Current Employees' Referrals:	53%
Newspaper Advertisements:	53%
In-house Promotions/Transfers:	40%
Unsolicited Applicants:	33%
Public School/Program Referrals:	27%

Major Employing Industries

Ranked by occupational size

- Acute Care Hospitals
- Skilled Nursing Care Facilities
- Nurses' Registries
- Adult Day Health Programs
- Residential Care Facilities

Public hospitals also use civil service announcements.

Other Sources of Information

- California Occupational Guide No. 442 (1996)

Opticians design, measure, fit, and adapt lenses and frames for clients according to written optical prescriptions or specifications. They assist clients with selecting frames according to style and color, measure customers for size of eyeglasses, and coordinate frames with facial and eye measurements and optical prescription. In addition, they prepare work orders for optical laboratories containing instructions for grinding and mounting lenses in frames, verify the exactness of finished lens spectacles, adjust frame and lens position to fit clients, and shape or reshape frames. The occupation also includes Contact Lens Opticians.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to apply sales techniques
- Knowledge of eyeglass frames and lenses
- Ability to suggest frames to fit customers' facial features
- Ability to adjust and fit eyeglasses
- Ability to read and analyze prescriptions
- Knowledge of ophthalmic optics
- Ability to operate precision measuring instruments
- Record keeping skills

Physical Abilities:

- Good eye-hand coordination

Personal or Other Skills:

- Good grooming skills
- Patience
- Customer service skills
- Willingness to work with close supervision
- Ability to work independently
- Willingness to work weekends

Basic Skills:

- Basic math skills
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

Training, Experience & Other Requirements

Registration:

Opticians who fit and adjust spectacles and/or contact lenses for an optical goods store must either be registered with the Medical Board of California or work under the direct supervision of a registered optician. Registration requires passing a written examination administered by the American Board of Opticianry (ABO) and/or the National Contact Lens Examiners (NCLE). ABO registration is preferred or required by most employers.

Training & Education:

Most recent hires have some college background.

Experience:

Employers usually require 6-24 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

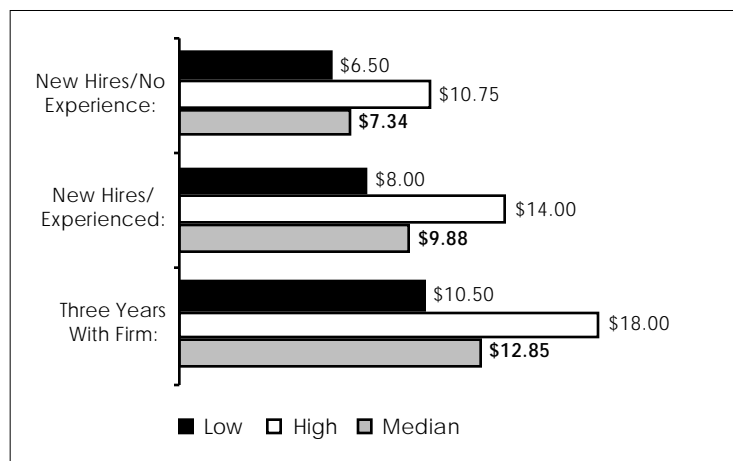
Experienced:

Employers reported *some difficulty* finding experienced applicants.

Number of firms responding to survey: 16

Opticians, Dispensing & Measuring (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Wages

In addition to the above wage range, some employers pay commissions/bonuses.

Hours

Full-time employees work 37-44 hours/week. There are also some part-time opportunities, averaging 23 hours/week.

Employment Statistics & Trends

Occupation Size:	Small
1992 Estimated Employment:	220
Projected Job Growth 1992-99:	0%
Occupation Growth:	Stable

Fringe Benefits

	Full-time
Paid Vacation:	88%
Paid Sick Leave:	81%
Retirement Plans:	44%
Medical Insurance:	81%
Dental Insurance:	44%
Vision Insurance:	63%
Life Insurance:	19%

No. firms responding:	16/16
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Recruitment Methods

Newspaper Advertisements:	67%
Current Employees' Referrals:	53%
Public School/Program Referrals:	20%
Employment Development Department:	13%
Unsolicited Applicants:	13%

Major Employing Industries

Ranked by occupational size

- Optometrists
- Optical Goods Stores
- Acute Care Hospitals

Other Sources of Information

- California Occupational Guide No. 167 (1995)

Order Clerks receive and process incoming orders for materials, merchandise, or services such as repairs, installations, or rental of facilities. Additional duties include informing customers of receipt of order, prices, shipping dates, and delays, preparing contracts, and handling complaints. The occupation does not include workers who dispatch as well as take orders for services.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Telephone answering skills
Data entry skills
Ability to type at least 45 wpm
Ability to use a computer, including spreadsheet and word processing software
Alphabetic and numeric filing skills
Record keeping skills

Physical Abilities:

Ability to sit continuously for two or more hours

Personal or Other Skills:

Ability to pay attention to detail
Customer service skills
Ability to work independently

Basic Skills:

Basic math skills
Ability to read and follow instructions
Ability to write legibly
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have a high school diploma or equivalent; some have a bachelor's degree or some college background.

Experience:

Employers sometimes require 6-18 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

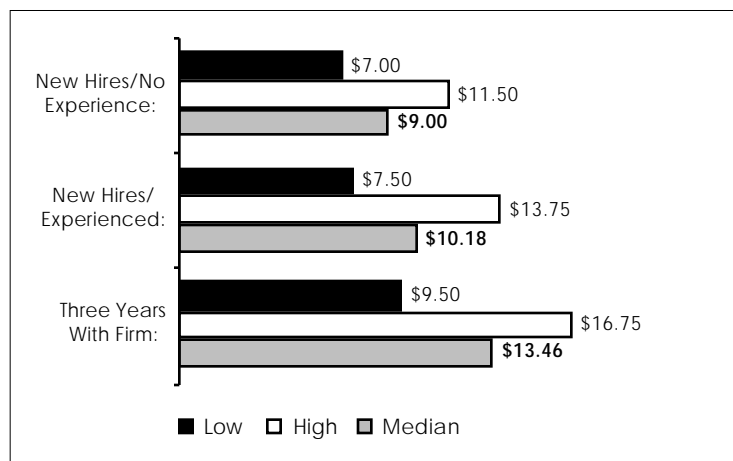
Occupation Size:	Medium
1992 Estimated Employment:	1,480
Projected Job Growth 1992-99:	-5.4%
Occupation Growth:	Decline*

* Employers responding to the survey indicated that employment in this occupation will remain stable or grow over the next three years.

Number of firms responding to survey: 16

Order Clerks, Materials, Merchandise & Service (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Hours

Full-time employees work 36-40 hours/week. There are also some part-time opportunities, averaging 22 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	100%
Paid Sick Leave:	94%
Retirement Plans:	69%
Medical Insurance:	100%
Dental Insurance:	81%
Vision Insurance:	63%
Life Insurance:	56%
Child Care:	6%

No. firms responding: 16/16

Recruitment Methods

In-house Promotions/Transfers:	56%
Newspaper Advertisements:	56%
Current Employees' Referrals:	44%
Unsolicited Applicants:	38%
Private Employment Agencies:	31%
Public School/Program Referrals:	25%
Employment Development Department:	19%
Union Hall Referrals:	19%

Major Employing Industries

Ranked by occupational size

- Utilities
- Clothing Manufacturers & Distributors
- Home Furnishings/Housewares Distributors
- Catalog & Mail Order Houses
- Food Manufacturers & Distributors

Other Sources of Information

- California Occupational Guide
N/A

Registered Nurses

OES 325020

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. The occupation does not include Nursing Instructors and Teachers.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Diagnostic/assessment skills
- Problem solving skills
- Ability to synthesize information
- Ability to provide personal services to patients
- Knowledge of asepsis
- IV certification
- CPR certification
- Supervisory skills
- Discharge planning skills
- Patient education skills
- Record keeping skills

Physical Abilities:

- Ability to stand continuously for two or more hours

Personal or Other Skills:

- Emotional stability
- Tactfulness
- Counseling skills
- Caring and sympathetic attitude
- Ability to work under pressure
- Leadership skills
- Organizational skills
- Ability to handle crisis situations
- Willingness to work nights, weekends, and holidays
- Ability to work independently
- Ability to work as part of a team

Basic Skills:

- Ability to follow oral instructions
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills
- Ability to write effectively

Training, Experience & Other Requirements

Licensing:

Registered Nurses are required to be licensed by the California State Board of Registered Nursing. Applicants must have completed a Board-approved nursing program at either a community college or four-year university, and pass a written examination.

Training & Education:

Almost all recent hires have a bachelor's degree.

Experience:

Most employers require 6-18 months experience as a Registered Nurse.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

Employment Statistics & Trends

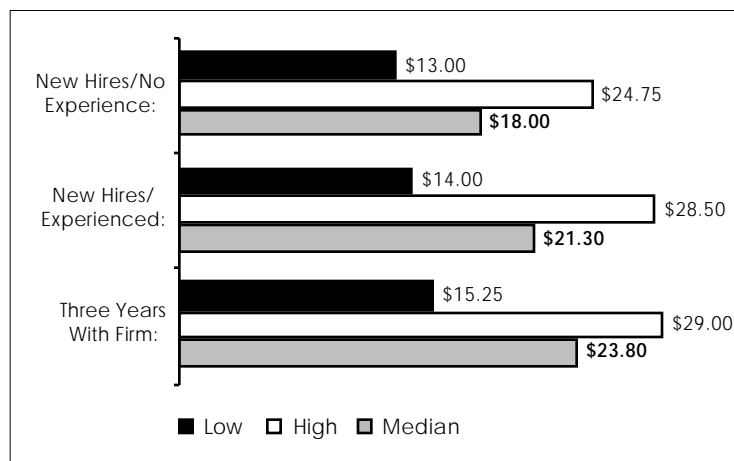
Occupation Size:	Very Large
1992 Estimated Employment:	9,810
Projected Job Growth 1992-99:	3.6%
Occupation Growth:	Faster Than Average*

* Employers responding to this survey indicated that employment in this occupation will remain stable over the next three years.

Number of firms responding to survey: 18

Registered Nurses (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Wages

Skilled nursing facilities pay below the median wage range.

Hours

Full-time employees work 36-40 hours/week. There are also some part-time and temporary/on-call opportunities, averaging 23 hours/week and 19 hours/week, respectively.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	100%	69%
Paid Sick Leave:	100%	69%
Retirement Plans:	64%	46%
Medical Insurance:	100%	62%
Dental Insurance:	93%	62%
Vision Insurance:	71%	46%
Life Insurance:	57%	38%
Child Care:	14%	8%

No. firms responding: 14/18 13/14

Recruitment Methods

Newspaper Advertisements:	72%
Current Employees' Referrals:	44%
In-house Promotions/Transfers:	33%
Unsolicited Applicants:	33%
Employment Development Department:	17%
Public School/Program Referrals:	17%

Major Employing Industries

Ranked by occupational size

- Acute Care Hospitals
- Skilled Nursing Care Facilities
- Home Health Agencies
- Outpatient Clinics
- Nurses' Registries
- Residential Care Facilities

Public agencies/hospitals also use civil service announcements.

Other Sources of Information

- California Occupational Guide No. 29 (1996)

Advertising Sales Agents sell or solicit advertising, selling things such as graphic art, advertising space in publications, custom-made signs, or TV and radio advertising time. They may obtain leases for outdoor advertising sites or persuade retailers to use sales promotion display items.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to apply sales techniques
- Ability to analyze and use market research data and reports
- Ability to prepare and arrange sales contracts
- Report writing skills
- Verbal presentation skills
- Record keeping skills
- Ability to use a computer, including word processing software

Personal or Other Skills:

- Good grooming skills
- Creativity
- Customer service skills
- Organizational skills
- Willingness to travel
- Ability to work independently
- Valid driver's license

Basic Skills:

- Oral communication skills
- Business math skills

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have a bachelor's degree.

Experience:

Employers usually require one to four years of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

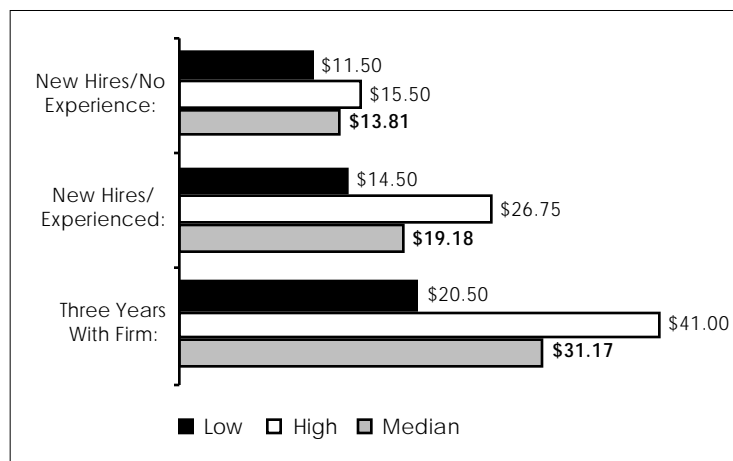
Employment Statistics & Trends

Occupation Size:	Medium
1992 Estimated Employment:	1,130
Projected Job Growth 1992-99:	3.5%
Occupation Growth:	Faster Than Average

Number of firms responding to survey: 17

Sales Agents, Advertising (cont.)

Total Hourly Compensation: Low, High & Median (Fall 1996)



Wages

Advertising Sales Agents are compensated by a variety of methods including straight salary, salary plus commission/bonus, or straight commission.

Hours

Full-time employees work 40-60 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	94%
Paid Sick Leave:	94%
Retirement Plans:	76%
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	53%
Life Insurance:	88%
Child Care:	18%
No. firms responding:	17/17

Recruitment Methods

Current Employees' Referrals:	65%
In-house Promotions/Transfers:	59%
Newspaper Advertisements:	59%
Unsolicited Applicants:	35%
Private Employment Agencies:	24%
Employment Development Department:	18%
Trade Publications:	18%

Major Employing Industries

Ranked by occupational size

- Radio & Television Broadcasting Stations
- Newspaper & Periodical Publishers
- Telephone Directory Publishers
- Radio & Television Advertising Representatives

Other Sources of Information

- California Occupational Guide
N/A

Secretaries relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. The occupation does not include Medical and Legal Secretaries.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Telephone answering skills
- English grammar, spelling, and punctuation skills
- Alphabetic and numeric filing skills
- Proofreading skills
- Record keeping skills
- Meeting planning and scheduling skills
- Ability to prepare business correspondence
- Ability to maintain an appointment calendar
- Ability to type at least 60 wpm
- Ability to use a computer, including spreadsheet and word processing software
- Ability to use a variety of office equipment

Personal or Other Skills:

- Good grooming skills
- Interpersonal skills
- Customer service skills
- Ability to work under pressure
- Organizational skills
- Ability to manage multiple priorities
- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Basic math skills
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have some college background; some have an associate degree. Formal training is available through community colleges.

Experience:

Most employers require 6-24 months experience as a Secretary or an Administrative Assistant, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

Employment Statistics & Trends

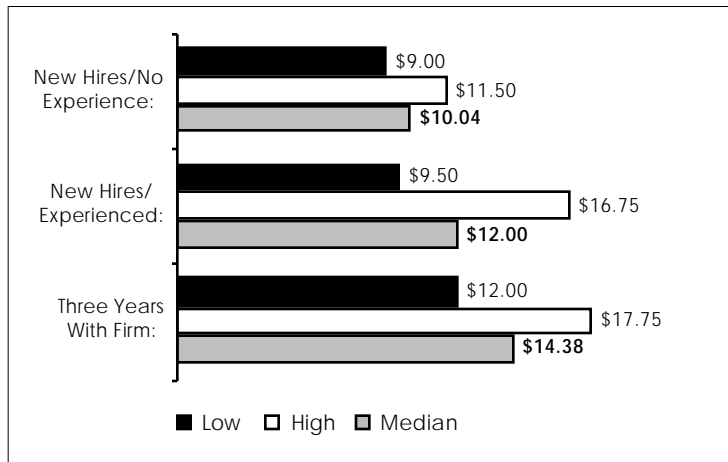
Occupation Size:	Very Large
1992 Estimated Employment:	15,500
Projected Job Growth 1992-99:	-7.1%
Occupation Growth:	Decline*

* Employers responding to the survey indicated that employment in this occupation will grow over the next three years.

Number of firms responding to survey: 15

Secretaries, General (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Hours

Full-time employees work 35-40 hours/week. There are also some temporary/on-call opportunities available, averaging 40 hours/week, and a few part-time opportunities, averaging 23 hours/week.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	100%	67%
Paid Sick Leave:	100%	67%
Retirement Plans:	86%	67%
Medical Insurance:	100%	67%
Dental Insurance:	93%	67%
Vision Insurance:	50%	50%
Life Insurance:	71%	67%
Child Care:	7%	0%
No. firms responding:	14/14	6/6

Recruitment Methods

Current Employees' Referrals:	73%
Newspaper Advertisements:	73%
Private Employment Agencies:	60%
In-house Promotions/Transfers:	47%
Public School/Program Referrals:	33%
Unsolicited Applicants:	33%
Employment Development Department:	20%
Private School Referrals:	20%

Public agencies also use civil service announcements.

Major Employing Industries

Ranked by occupational size

- Schools, Colleges, & Universities
- Government Agencies
- Banks
- Engineering Services
- Acute Care Hospitals
- Accounting, Auditing, & Bookkeeping Services
- Employment Agencies

Other Sources of Information

- California Occupational Guide No. 128 (1996)

Stationary Engineers

OES 950320

Stationary Engineers operate and maintain stationary engines and mechanical equipment to provide utilities for buildings or industrial processes. They operate equipment such as steam engines, generators, motors, turbines, and steam boilers.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to calibrate instruments
- Ability to read blueprints
- Ability to operate hand and power tools
- Problem solving skills
- Ability to perform electrical work
- Ability to repair and install heating and air conditioning systems
- Ability to keep maintenance and repair logs
- U.S. E.P.A. certification (refrigerants)

Physical Abilities:

- Ability to kneel for extended periods of time
- Ability to work in awkward positions
- Ability to tolerate high temperatures
- Good physical condition
- Ability to stand continuously for two or more hours

Personal or Other Skills:

- Ability to work independently
- Willingness to work with close supervision
- Willingness to work nights, weekends, and holidays

Basic Skills:

- Basic math skills
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Stationary engineers traditionally learn their trade through a union apprenticeship program which combines four years of on-the-job training with classroom instruction. Applicants for the program must be at least 18 years old, have a high school diploma or equivalent, a valid driver's license, and pass a written examination and personal interview. Some applicants begin in entry level positions as utility engineers (which generally requires little or no previous training) and then apply for the apprenticeship program. Most recent hires have some college background; some have a high school diploma or equivalent.

Experience:

Employers usually require two to four years of related experience. Four years of apprenticeship training can often be substituted for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Number of firms responding to survey: 15

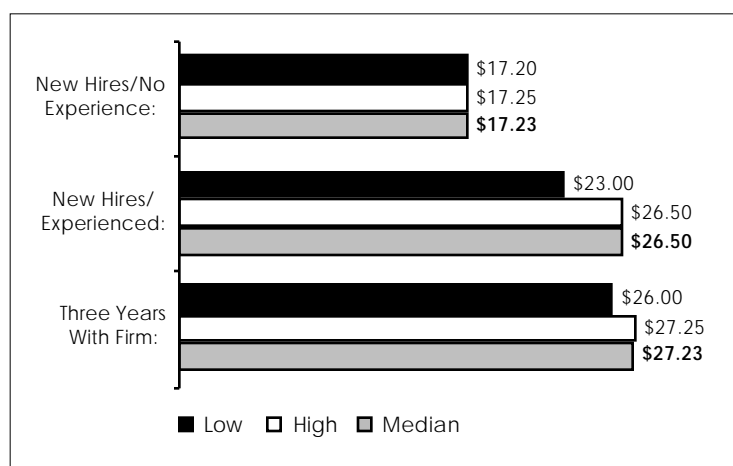
Stationary Engineers (cont.)

Employment Statistics & Trends

Occupation Size:	Small
1992 Estimated Employment:	720
Projected Job Growth 1992-99:	-2.8
Occupation Growth:	Decline*

* Employers responding to the survey indicated that employment in this occupation will remain stable over the next three years.

Hourly Wages: Low, High & Median (Fall 1996)



Wages

Union apprentices start at 65 percent of the journey-level rate and gradually increase to the full journey-level rate (approximately \$26.50) after four years. Utility engineers earn 55 percent of the journey-level rate.

Hours

Full-time employees work 40 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	100%
Paid Sick Leave:	100%
Retirement Plans:	100%
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	93%
Life Insurance:	93%

No. firms responding: 15/15

Recruitment Methods

Union Hall Referrals:	87%
In-house Promotions/Transfers:	40%
Current Employees' Referrals:	33%
Newspaper Advertisements:	33%

Public agencies also use civil service announcements.

Major Employing Industries

Ranked by occupational size

- Hotels
- Acute Care Hospitals
- Building Management Companies
- Colleges & Universities
- Building Cleaning & Maintenance Services
- Government Agencies

Other Sources of Information

- California Occupational Guide No. 234 (1995)

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. The occupation does not include persons working primarily as engineers, mathematicians, programmers, or scientists.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Knowledge of mainframe hardware and operating systems
- Knowledge of microcomputer hardware and operating systems
- Understanding computer networks
- Problem solving skills
- Analytical skills
- Project management skills
- Ability to conduct a needs assessment and analysis
- Ability to develop new computer systems
- Familiarity with client/server programming
- Familiarity with object-oriented programming
- Ability to use a database, spreadsheet and word processing software

Personal or Other Skills:

- Ability to pay attention to detail
- Interpersonal skills
- Customer service skills
- Ability to work independently
- Ability to work as part of a team

Basic Skills:

- Oral communication skills
- Ability to write effectively

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have a bachelor's degree.

Experience:

Most employers require one to four years experience as a Systems/Business Analyst or Computer Programmer.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

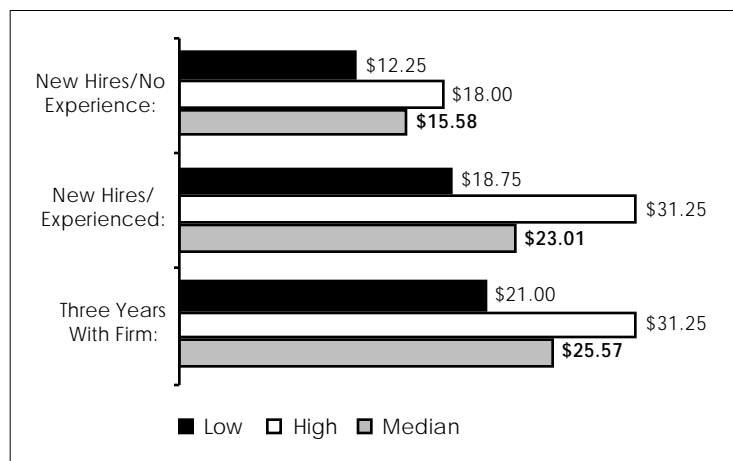
Employment Statistics & Trends

Occupation Size:	Large
1992 Estimated Employment:	2,690
Projected Job Growth 1992-99:	20.1%
Occupation Growth:	Much Faster Than Average

Number of firms responding to survey: 15

Systems Analysts, Electronic Data Processing (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Hours

Full-time employees work 40-55 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	93%
Paid Sick Leave:	93%
Retirement Plans:	93%
Medical Insurance:	100%
Dental Insurance:	93%
Vision Insurance:	73%
Life Insurance:	87%
Child Care:	20%

No. firms responding: 15/15

Recruitment Methods

Newspaper Advertisements:	73%
Current Employees' Referrals:	60%
Private Employment Agencies:	60%
In-house Promotions/Transfers:	47%
Public School/Program Referrals:	27%
Unsolicited Applicants:	20%

Public agencies also use civil service announcements.

Major Employing Industries

Ranked by occupational size

- Government Agencies
- Banks
- Computer Programming Services
- Computer Consulting Services
- Acute Care Hospitals
- Accounting, Auditing, & Bookkeeping Services
- Law Firms

Other Sources of Information

- California Occupational Guide No. 541 (1995)

Travel Agents plan entire trips for customers of their travel agency. Their duties include determining destinations, modes of transportation, travel dates, costs, accommodations required, and planning, describing, or selling itinerary package tours. Travel Agents may specialize in foreign or domestic service, individual or group travel, specific geographical areas, airplane charters, or package tours.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to apply sales techniques
- Marketing skills
- Knowledge of geography
- Destination specialty skills
- Familiarity with customs regulations, visas, and permits
- Ability to use computer reservation systems, e.g., Sabre, Apollo
- Telephone answering skills
- Ability to type at least 30 wpm
- Record keeping skills
- Ability to use word processing software

Physical Abilities:

- Ability to sit continuously for two or more hours

Personal or Other Skills:

- Good grooming skills
- Pleasant personality
- Customer service skills
- Organizational skills
- Ability to work under pressure
- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Basic math skills
- Ability to write legibly
- Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Many recent hires have some college background; some have an associate or bachelor's degree. Formal training is available through private vocational schools and university extension programs.

Experience:

Most employers require 6-36 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

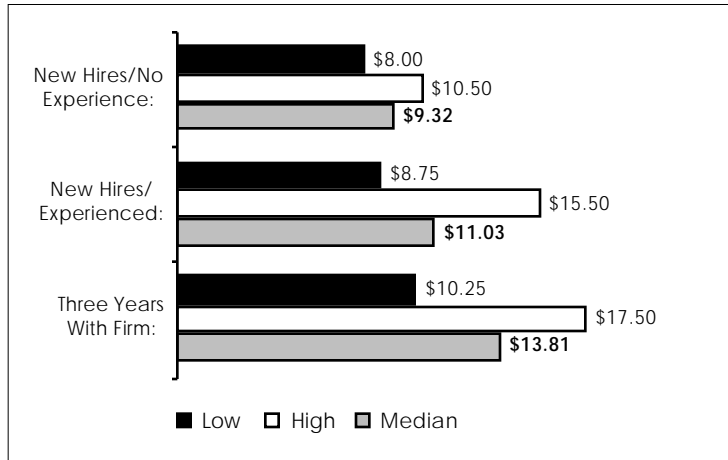
Employment Statistics & Trends

Occupation Size:	Medium
1992 Estimated Employment:	1,060
Projected Job Growth 1992-99:	5.7%
Occupation Growth:	Much Faster Than Average

Number of firms responding to survey: 15

Travel Agents (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Wages

In addition to the above wage range, some employers pay commissions.

Hours

Full-time employees work 38-40 hours/week. There are also a few part-time opportunities, averaging 23 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	100%
Paid Sick Leave:	87%
Retirement Plans:	73%
Medical Insurance:	100%
Dental Insurance:	93%
Vision Insurance:	27%
Life Insurance:	47%

No. firms responding: 15/15

Recruitment Methods

Newspaper Advertisements:	87%
Current Employees' Referrals:	60%
In-house Promotions/Transfers:	53%
Private Employment Agencies:	53%
Unsolicited Applicants:	33%
Private School Referrals:	20%
Public School/Program Referrals:	20%
Employment Development Department:	13%

Major Employing Industries

Ranked by occupational size

- Travel Agencies
- Tour Operators

Other Sources of Information

- California Occupational Guide No. 213 (1996)

Waiters & Waitresses

OES 650080

Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as at tables. The occupation does not include workers who only work at counters.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Cash handling skills

Physical Abilities:

Ability to stand continuously for two or more hours

Ability to lift at least 10 lbs. repeatedly

Personal or Other Skills:

Good grooming skills

Pleasant personality

Customer service skills

Ability to work under pressure

Ability to work independently

Punctuality

Willingness to work nights, weekends, and holidays

Basic Skills:

Ability to follow oral instructions

Basic math skills

Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have some college background, although it is not a requirement for the occupation.

Experience:

Most employers require 6-36 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

Occupation Size: *Very Large*

1992 Estimated Employment: 10,640

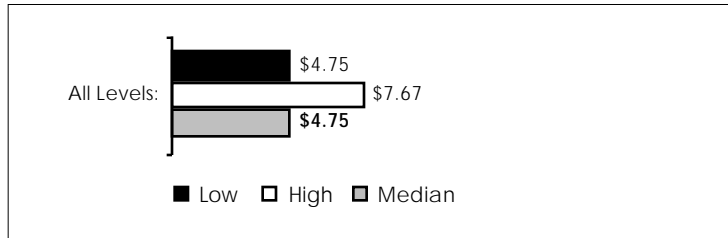
Projected Job Growth 1992-99: 5.5%

Occupation Growth: *Much Faster Than Average*

Number of firms responding to survey: 15

Waiters & Waitresses (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Wages

There was no variation in the wage range and median based on experience. Waiters and Waitresses also earn tips ranging from \$8.00 - \$21.00/hour.

Hours

Full-time employees work 30-40 hours/week. There are also some part-time opportunities averaging 22 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	54%
Paid Sick Leave:	23%
Retirement Plans:	15%
Medical Insurance:	77%
Dental Insurance:	62%
Vision Insurance:	11%
Life Insurance:	23%

No. firms responding: 12/12

Recruitment Methods

Unsolicited Applicants:	80%
Current Employees' Referrals:	67%
In-house Promotions/Transfers:	67%
Newspaper Advertisements:	47%
Private Employment Agencies:	27%

Major Employing Industries

Ranked by occupational size

- Restaurants
- Hotels
- Cocktail Lounges/Bars

Other Sources of Information

- California Occupational Guide No. 42 (1995)

Web Site Designers use specialized software to design and create web pages for the Internet's World Wide Web. They develop innovative ways of using digitized multimedia elements to communicate the clients' message to customers, employees, and/or the world at large.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Ability to communicate one's ideas illustratively
 Web site design, layout, and editing skills
 A "good" portfolio
 Interface design skills
 Ability to design and create computer graphic images
 Knowledge of computer graphic applications, e.g.,
 Photoshop, Quark, Illustrator, Debabelizer
 Knowledge of interactive World Wide Web
 applications, e.g., Director/Shockwave,
 RealAudio
 Knowledge of interactive World Wide Web
 programming applications, e.g., JAVA, Perl,
 VRML, C++
 Ability to create and edit Hypertext Markup
 Language (HTML)
 Knowledge of a variety of computer platforms:
 Windows and Macintosh
 Knowledge of cross platform issues
 Knowledge of the Internet and World Wide Web, e.g.,
 download time, bandwidth, browser
 compatibility
 Ability to stay abreast of industry developments

Personal or Other Skills:

Creativity
 Flexibility
 Problem solving skills
 Ability to meet deadlines
 Ability to work as part of a team
 Ability to work independently
 Organizational skills
 Oral communication skills
 Willingness to work nights and weekends
 Ability to write effectively

Training, Experience & Other Requirements

Training & Education:

Most recent hires have a bachelor's degree. Formal training is available through private vocational schools and university extension programs.

Experience:

Most employees require 6-24 months of related design experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

Occupation Size:	Small*
1992 Estimated Employment:	N/A
Projected Job Growth 1992-99:	N/A
Occupation Growth:	**

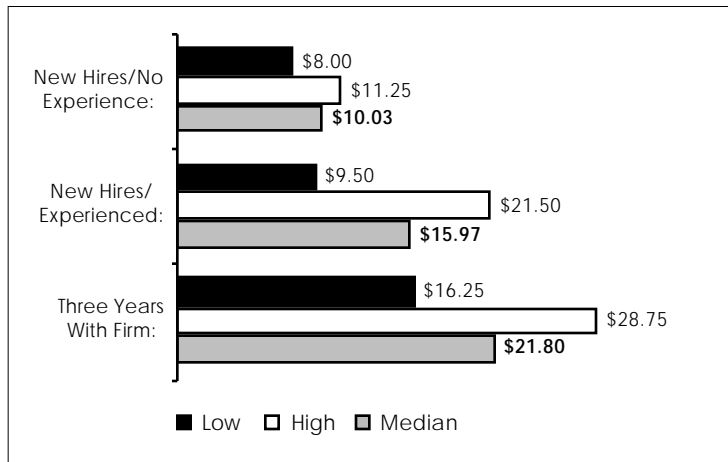
* Based upon survey results.

** Employers responding to the survey indicated that employment in this occupation will grow over the next three years.

Number of firms responding to survey: 16

Web Site Designers (cont.)

Hourly Wages: Low, High & Median (Fall 1996)



Hours

Full-time employees work 40-60 hours/week. There are also some part-time opportunities, averaging 17 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	81%
Paid Sick Leave:	75%
Retirement Plans:	56%
Medical Insurance:	75%
Dental Insurance:	56%
Vision Insurance:	31%
Life Insurance:	38%

No. firms responding: 16/16

Recruitment Methods

Current Employees' Referrals:	44%
Internet:	44%
In-house Promotions/Transfers:	19%
Newspaper Advertisements:	31%
Private School Referrals:	31%
Unsolicited Applicants:	25%
Public School/Program Referrals:	19%

Major Employing Industries

Ranked by occupational size

- Internet/Multimedia Design Companies
- Advertising Agencies
- Television Broadcast Stations
- On-line Publishing Companies

Other Sources of Information

- California Occupational Guide No. 559 (1996); 2006 (1995)

Listing of Occupations Surveyed

Listed below are occupations which have been surveyed in San Francisco County. Copies of the individual occupational summaries are available at no cost through the Private Industry Council of San Francisco. To order, please check the summaries you wish to receive, and complete the mailing information on the reverse side.

<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>	<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>
<input type="checkbox"/> Accountants & Auditors	1996	211140	<input type="checkbox"/> Electrical & Electronic Engineering Technicians & Technologists	1992	225050
<input type="checkbox"/> Architects (except landscape & marine)	1995	223020	<input type="checkbox"/> Emergency Medical Technicians-I	1991	325081
<input type="checkbox"/> Automotive Body, Related Repairers	1991	853050	<input type="checkbox"/> Emergency Medical Technicians-Paramedic (EMT-P)	1991	325083
<input type="checkbox"/> Automotive Mechanics	1995	853020	<input type="checkbox"/> File Clerks	1991	553210
<input type="checkbox"/> Baggage Porters & Bellhops	1992	680230	<input type="checkbox"/> Financial Planners	1993	430142
<input type="checkbox"/> Bicycle Repairers	1993	859510	<input type="checkbox"/> Food Preparation Workers	1995	650380
<input type="checkbox"/> Bill & Account Collectors	1994	535080	<input type="checkbox"/> Food Service Managers	1995	150261
<input type="checkbox"/> Billing, Cost & Rate Clerks	1995	553440	<input type="checkbox"/> Gardeners, Groundskeepers	1996	790300
<input type="checkbox"/> Billing, Posting & Calculating Machine Operators	1991	560020	<input type="checkbox"/> General Office Clerks	1996	553470
<input type="checkbox"/> Bookkeeping, Accounting & Auditing Clerks (including Bookkeepers)	1996	553380	<input type="checkbox"/> Guards & Watchguards	1996	630470
<input type="checkbox"/> Bread & Pastry Bakers	1994	650210	<input type="checkbox"/> Guides	1993	680170
<input type="checkbox"/> Broadcast Technicians	1995	340280	<input type="checkbox"/> Hairdressers, Hairstylists & Cosmetologists	1996	680050
<input type="checkbox"/> Cabinetmakers & Bench Carpenters	1993	893110	<input type="checkbox"/> Home Appliance & Power Tool Repairers	1996	857111
<input type="checkbox"/> Carpet Installers	1991	876020	<input type="checkbox"/> Home Health Care Workers	1994	660110
<input type="checkbox"/> Cashiers	1993	490230	<input type="checkbox"/> Host & Hostesses, Restaurant, Lounge or Coffee Shop	1996	650020
<input type="checkbox"/> Child Care Workers	1993	680380	<input type="checkbox"/> Hotel Desk Clerks	1995	538080
<input type="checkbox"/> Civil Engineering Technicians & Technologists	1991	225020	<input type="checkbox"/> Instructional Aides	1993	315211
<input type="checkbox"/> Computer Animators	1996	N/A	<input type="checkbox"/> Insurance Adjusters, Examiners & Investigators	1994	533020
<input type="checkbox"/> Computer Engineers	1995	221270	<input type="checkbox"/> Insurance Claims Clerks	1994	533110
<input type="checkbox"/> Computer Network Technicians	1996	N/A	<input type="checkbox"/> Janitors & Cleaners (except Maids & Housekeeping Cleaners)	1996	670050
<input type="checkbox"/> Computer Operators	1996	560110	<input type="checkbox"/> Kindergarten Teachers	1995	313022
<input type="checkbox"/> Computer Programmers	1993	251051	<input type="checkbox"/> Legal Secretaries	1994	551020
<input type="checkbox"/> Cooks, Restaurant	1996	650260	<input type="checkbox"/> Librarians, Professional	1993	315020
<input type="checkbox"/> Cooks, Short Order	1996	650350	<input type="checkbox"/> Library Assistants & Book Mobile Drivers	1993	539020
<input type="checkbox"/> Counter & Rental Clerks	1993	490170	<input type="checkbox"/> Licensed Vocational Nurses	1993	325050
<input type="checkbox"/> Data Entry Keyers (except composing)	1995	560170	<input type="checkbox"/> Loan & Credit Clerks	1994	531210
<input type="checkbox"/> Data Processing Equipment Repairers	1994	857050	<input type="checkbox"/> Loan Officers & Counselors	1994	211080
<input type="checkbox"/> Dental Assistants	1994	660020	<input type="checkbox"/> Mail Machine Operators, Preparation & Handling	1992	560080
<input type="checkbox"/> Dental Hygienists	1993	329080	<input type="checkbox"/> Medical & Clinical Laboratory Assistants	1993	329050
<input type="checkbox"/> Dental Laboratory Technicians, Precision	1994	899210	<input type="checkbox"/> Medical & Clinical Laboratory Technologists	1993	329020
<input type="checkbox"/> Dining Room & Cafeteria Attendants, Bartender Helpers	1996	650140	<input type="checkbox"/> Medical Assistants (doctor's office)	1996	660050
<input type="checkbox"/> Dispatchers	1993	580050	<input type="checkbox"/> Medical Records Technicians	1994	329110
<input type="checkbox"/> Drafters	1995	225140			

* Occupational Employment Statistic code

<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>	<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>
<input type="checkbox"/> New Accounts Clerks	1994	531050	<input type="checkbox"/> Registered Nurses	1996	325020
<input type="checkbox"/> Nurse Aides	1996	660080	<input type="checkbox"/> Reservation & Transportation Ticket Agents	1995	538050
<input type="checkbox"/> Occupational Therapists	1994	323050	<input type="checkbox"/> Sales Agents, Advertising	1996	430230
<input type="checkbox"/> Offset Lithographic Press Setters & Set-Up Operators	1992	925120	<input type="checkbox"/> Salespersons, Parts	1995	490140
<input type="checkbox"/> Opticians, Dispensing & Measuring	1996	325140	<input type="checkbox"/> Salespersons, Retail (except vehicle sales)	1995	490112
<input type="checkbox"/> Order Clerks, Materials, Merchandise & Service	1996	553230	<input type="checkbox"/> Secondary School Teachers	1995	313080
<input type="checkbox"/> Paralegal Personnel	1994	283050	<input type="checkbox"/> Secretaries, General	1996	551080
<input type="checkbox"/> Payroll & Timekeeping Clerks	1993	553410	<input type="checkbox"/> Secretaries, Medical	1995	551050
<input type="checkbox"/> Personnel Clerks	1993	553140	<input type="checkbox"/> Securities Brokers	1993	430141
<input type="checkbox"/> Pharmacists	1994	325170	<input type="checkbox"/> Special Education Teachers	1994	313110
<input type="checkbox"/> Pharmacy Assistants	1993	660260	<input type="checkbox"/> Stationary Engineers	1996	950320
<input type="checkbox"/> Pharmacy Technicians	1993	325180	<input type="checkbox"/> Stock Clerks, Sales Floor	1995	490210
<input type="checkbox"/> Physical Therapist Assistants	1994	660171	<input type="checkbox"/> Stock Clerks, Stockroom, Warehouse & Storage Yard	1995	580230
<input type="checkbox"/> Physical Therapists	1994	323080	<input type="checkbox"/> Surgical Technicians	1991	329280
<input type="checkbox"/> Physical Therapy Aides	1994	660172	<input type="checkbox"/> Switchboard Operators	1992	571020
<input type="checkbox"/> Physician Assistants	1994	325110	<input type="checkbox"/> Systems Analysts, Electronic Data Processing	1996	251020
<input type="checkbox"/> Plumbers, Pipefitters & Steamfitters	1995	875020	<input type="checkbox"/> Taxi Drivers & Chauffeurs	1994	971140
<input type="checkbox"/> Preschool Teachers	1995	313021	<input type="checkbox"/> Tellers	1993	531020
<input type="checkbox"/> Printing Press Machine Operators & Tenders	1995	925430	<input type="checkbox"/> Traffic, Shipping & Receiving Clerks	1995	580280
<input type="checkbox"/> Production, Planning & Expediting Clerks	1991	580080	<input type="checkbox"/> Travel Agents	1996	430210
<input type="checkbox"/> Radiologic Technologists, Diagnostic	1995	329210	<input type="checkbox"/> Truck Drivers, Light (including delivery & route drivers)	1993	971050
<input type="checkbox"/> Real Estate Appraisers	1994	430110	<input type="checkbox"/> Typists (including word processing)	1995	553070
<input type="checkbox"/> Real Estate Brokers	1993	430050	<input type="checkbox"/> Veterinary Technicians & Technologists	1994	329510
<input type="checkbox"/> Real Estate Clerks	1993	539140	<input type="checkbox"/> Waiters & Waitresses	1996	650080
<input type="checkbox"/> Real Estate Sales Agents	1993	430080	<input type="checkbox"/> Web Site Designers	1996	N/A
<input type="checkbox"/> Receptionists & Information Clerks	1995	553050	<input type="checkbox"/> Welders & Cutters	1994	939140
			<input type="checkbox"/> Wholesale & Retail Buyers (excluding farm products)	1992	213020

* Occupational Employment Statistic code

Occupational Summaries Order Form

Mail orders to: Private Industry Council of San Francisco, Inc.
745 Franklin Street, Suite 400, San Francisco, CA 94102-3228

Please send me copies of the occupational summaries indicated.

Name

Title

Organization

Mailing Address

City, State, Zip